

GIC IS RESPONDING TO THE COVID-19 EVENT

EXTENDING ANNUAL ENROLLMENT

NEW! Monday, April 6 through Monday, June 1, 2020

AND TRIAGING SUBMITTED REQUESTS

In the wake of the COVID-19 outbreak, the GIC is working to ensure the health and safety of the public and accommodate the important needs of our members and staff by:

- **Extending** the Annual Enrollment deadline from Friday, May 1 to Monday, June 1, 2020 to provide more time for members to review options and get questions answered by GIC Coordinators
- **Promoting** member use of the GIC Online Contact Form at www.mass.gov/gic in lieu of telephone calls to help us manage priorities and volume
- **Canceling** walk-in customer service at 19 Staniford Street, Boston, until further notice
- **Canceling** the Annual Benefit Fairs in accordance with limits on large public gatherings
- **Distributing** all Benefit Decision Guides online at www.mass.gov/gic with print distribution for Retired Municipal Teachers, Municipal Employees and Retirees, and Elderly Government Retirees only as local capacity allows
- **Instituting** a triage system for processing subscriber and new employee requests to prioritize critical requests in the event our staffing and processing capabilities are reduced

Remember: If you take no action, *your coverage will continue automatically*, your new premium deductions will begin in the June pay period, and your new coverage will be effective July 1, 2020.

If you do submit a change to your coverage election by Monday, June 1, 2020, GIC staff will process it based on the triage guidelines below to ensure that we support our members who are trying to:

- 1 Retain access to existing benefits:** like enrolling in COBRA coverage upon leaving state employment or in Medicare upon retirement, or processing premium payments for members without payroll deduction
- 2 Gain access to your available benefits:** like enrolling new employees who are electing coverage for the first time, or enrolling existing employees who lost coverage previously provided by a spouse or parent
- 3 Limit the financial burden of optional benefits:** like reducing or eliminating additional life insurance coverage or long-term disability insurance

This means that changes you elect may not go into effect on July 1, 2020. If that is the case, you are still covered by your current health plan.

Once we process your coverage change, you will see the new plan deduction in the month prior to coverage going into effect.

TO GET YOUR QUESTIONS ANSWERED BY GIC:

1 Submit a GIC Online Contact Form at mass.gov/gic

This allows you to ask your question, give us your email or phone number, and even a preferred time of day for a call back

2 Mail correspondence to P.O. Box 556, Randolph, MA 02368

This allows us to scan your document directly to our customer service system and create a case for handling by our staff

3 Call GIC's central number during normal business hours at 1.617.727.2310

This allows you to speak to a GIC staff member during normal business hours. This option may not be available if the building is closed or work is suspended. In the event that the building is closed, please visit mass.gov/gic for more information

TO GET YOUR QUESTIONS ANSWERED BY YOUR CURRENT HEALTH CARRIER OR A PROSPECTIVE HEALTH CARRIER:

HEALTH INSURANCE CARRIERS	PHONE	WEBSITE
AllWays Health Partners	1.866.567.9175	alwayshealthpartners.org/gic-members
Fallon Health	1.866.344.4442	fallonhealth.org/gic
Harvard Pilgrim Health Care	1.800.542.1499	harvardpilgrim.org/gic
Health New England	1.800.842.4464	healthnewengland.org/gic
Tufts Health Plan	1.800.870.9488	tuftshealthplan.com/gic
UniCare State Indemnity Plan	1.833.663.4176	unicarestatplan.com
Express Scripts Pharmacy Benefits Manager	1.855.283.7679	express-scripts.com/gicRx
Health Care Spending Account (HCSA) and Dependent Care Assistance Program (DCAP)	1.877.353.9442	benstrat.com/gic-fsa
Life/AD&D Insurance	1.617.727.2310	bit.ly/giclifelineinsurance
Long Term Disability	1.877.226.8620	bit.ly/giclongtermdisability
MetLife Dental Benefits	1.866.292.9990	metlife.com/gic
Vision Benefits	1.800.650.2466	davisvision.com (client code: 7852)