



Southeastern University

2024 Employee Health Care Plan

Dear Valued Team Members,

We understand how important benefits are to you. Each year, the Southeastern University team works to provide options that meet the different needs of individuals enrolled in the health plans.

We're excited to announce that this year, Southeastern University elected to become a self-insured company and, along with our new partners, administer the medical and prescription health plan. As a self-insured company, we now have the flexibility to create a benefits program that is affordable, diverse, and employee-centered.

This introductory letter contains important information regarding major medical plan changes for the upcoming benefit plan year, please review in its entirety as action is required. In addition to this letter, you will be receiving a comprehensive benefits guide containing all of your health care benefits details.

NEW PLAN YEAR ENHANCEMENTS

NEW MEDICAL PLAN

Starting on November 6, 2023 you will have the opportunity to enroll in the Southeastern University Employee Health Plan for your medical and prescription coverage. The medical benefits will be administered by HealthSCOPE Benefits, who will be responsible for verifying your benefits and eligibility as well as processing and paying your medical claims. Your prescription benefits will be administered by OptumRx.

This is an Active enrollment. If you wish to remain on the medical plan, or drop coverage for yourself or a dependent, you must go through the enrollment process and make the change by November 17, 2023. Detailed information will be available in your benefits guide.

OPEN-ACCESS: MORE CHOICES FOR YOU AND YOUR FAMILY

The new health plan is open-access and does not utilize a network for providers nor facilities. This means you have the freedom to choose any provider you wish, without restrictions or limitations from your plan or network. Once your provider submits the claim to HealthSCOPE Benefits, your health care services will be covered at the "in-network" benefit level, regardless of the source of care.

INTRODUCING THE NEW PLAN TO YOUR HEALTH CARE PROVIDERS-ACTION REQUIRED

We have partnered with ClaimDOC to introduce the new plan to your health care providers. A ClaimDOC Member Advocate will contact each of your health care providers to ensure they have the necessary information to submit claims to the new plan.

PLEASE COMPLETE A PROVIDER NOMINATION FORM FOR EACH OF YOUR HEALTH CARE PROVIDERS AND SUBMIT IT TO CLAIMDOC TO ENSURE YOUR FIRST APPOINTMENT GOES SMOOTHLY. YOU MAY ALSO SUBMIT YOUR REQUEST BY VISITING [PORTAL.CLAIM-DOC.COM/GUEST](https://portal.claim-doc.com/guest), OR BY CALLING A CLAIMDOC MEMBER ADVOCATE DIRECTLY AT 1-888-330-7295.

Thank You,
Your Southeastern University Team

