

Vision and Dental Information Session

Coverage Review



2023 Coverage Year

Slide 1

AS1

Alicia Stewart, 6/21/2017

Who are we?

Student Accounting

Audrey Emaus, *Director, Student Financial Services*

Amanda Higgins, *Student Accounting Data Analyst*

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student-accounting@med.cornell.edu



Agenda

How do I find the coverage details?

WCM Website

What's covered

Rates

How do I enroll or change my coverage?

Enrollment Instructions

Billing and payments

How do I access the provider portal?

EyeMed & Guardian Access – Creating a profile

Accessing your ID Card

Finding a Provider

Using Coverage

Helpful tips

PIU Update – Address update

SSN Update

Contacting Student Accounting

Q & A



How do I find the coverage details

- <https://studentservices.weill.cornell.edu/student-accounting/insurance-information>

Insurance Information

Insurance Information

- [Health Plan Information](#)
- [Dental Insurance](#)
- [Vision Insurance](#)
- [Disability Insurance](#)

Dental Information

- The dental plan is provided by Guardian and there are two options for coverage:
 1. Managed Dental Care (MDG/DHMO)
 - This is basic coverage and only covers preventative care
 2. Dental Guard Preferred (PPO)
- Information about the Coverage Options and Plan Details:
 - [Summary of Benefits - Side by Side Comparison](#)
 - [Managed Dental Care - Copay Schedule](#)
 - [DentalGuard Preferred - Certificate Booklet](#)
 - [Policy Riders: Summary information of classes and benefits](#)
- The cost of the plan is under the monthly dental rates:

| Options | Monthly Managed Dental Care Rates | Monthly Dental Guard Preferred Rates |
|------------------|-----------------------------------|--------------------------------------|
| Student | \$18.29 | \$60.80 |
| Student & Spouse | \$36.05 | \$118.17 |
| Student & Child | \$38.60 | \$139.91 |
| Family | \$56.36 | \$197.28 |

Vision Information

- **The vision plan is provided by EyeMed**
- Under Information about the Plan Details, you will find the following two documents:
 - Coverage Benefits Information
 - EyeMed FAQs
- Cost of the plan is under the monthly Vision Insurance Plan Rates:

| Vision Plan Options | Monthly Rates |
|---------------------|---------------|
| Student | \$6.88 |
| Student & Spouse | \$13.10 |
| Student & Children | \$13.76 |
| Family | \$20.27 |

Enrolling In Coverage

If you have not already done so, to submit your enrollment form, you can login to LEARN and follow the instructions below:

- Financial Aid and Billing tab from the top navigation bar
- Scroll towards the bottom of the page and you will see all available 'Forms'
- Select 'Insurance Forms'
- Select the orange '2023 Dental and Vision Open Enrollment' link
- Please ensure that your address and SSN number are up to date and in the Student Information System.

The screenshot displays the LEARN portal interface. On the left, there are navigation tabs: 'My Account Info', 'Student Health Plan', and 'Forms'. The 'Forms' tab is active, showing a list of form categories: 'New Student Onboarding Forms', 'Insurance Forms', 'General Forms', and 'Financial Aid Forms'. The 'Insurance Forms' category is highlighted in orange. On the right, the 'Insurance Forms' section is expanded, showing a 'View Reports' button and a list of form categories: '2022-2023 SHP Communication Attestation', '2023 Dental and Vision Open Enrollment', and 'Coverage Change Request'. The '2023 Dental and Vision Open Enrollment' link is highlighted in yellow. Below this link, there is a brief description of the enrollment process and a 'Coverage Change Request' section with a link to the 'Coverage Change Request' page.



Don't Forget!!!!

- Please ensure that your address is current
 - Home tab of LEARN
 - Select Personal Information Update
 - Confirm address is as expected



- If you selected managed dental care, you must reside in the tristate area
 - If you do not, you will need to be enrolled in the Dental Preferred Plan. Please contact our office if you have any questions
- Please ensure your SSN number has been submitted in the Student Information System. You can check LEARN by viewing Forms > New Student Onboarding Forms > U.S. Social Security Number or Tax ID Number Information

Billing and Payments

- Your term bill will include your premiums due for that term. For a breakout of which months are included in each of your term bills, please see the [Tuition and Fee](#) page for your program.

The screenshot shows the website URL studentservices.weill.cornell.edu/student-accounting/tuition-fees-program in the browser address bar. Below the address bar are navigation links for WCM, Compliance, Insurance, NYSOBBA, and JPM. A red navigation bar contains the words "Medicine", "Care", "Discover", and "Teach". The main content area features the Weill Cornell Medicine Student Services logo and a navigation menu with links for Financial Aid, Student Accounting (highlighted), Registrar, Student Life, and About Us. A breadcrumb trail shows Home > Student Accounting > Tuition & Fees by Program > Explore. The page title is "Tuition & Fees by Program".

Tuition & Fees Policy

All tuition and fees for instruction and services are administered through Weill Cornell Medicine Student Accounting. Registered students are assessed tuition and fees based on a variety of factors. The following criteria are used to determine the amount a student is assessed each billing period:

- Program the student is attending
- Program level
- Number of terms enrolled
- Total of credit hours enrolled

Please note that Clinical & Translational Investigation is not currently billed through the Office of Student Accounting.

Tuition & Fees by Program

- [M.D. Program](#)
- [MD Division: MD-PhD](#)
- [PH Division: MD-PhD](#)

Contact Information
Student Finance & Records
Office of the Registrar
1300 York Avenue, C-114
New York, NY 10065
Phone: (646) 962-3470
Fax: (212) 746-5981

[Map This Location](#)

Billing and Payments

- **Bill communications will always be sent to your WCM Email address (ending in @med.cornell.edu) on the bill date referenced in the Important Dates section of the page.**
- **Your payment is due by the stated Payment Due Date also found on the Tuition and Fees by Program page.**
- **Late payments are subject to a non-refundable late fee.**
- **Payment instructions and accepted forms of payment are available on our webpage:**

The screenshot displays the 'Making Payments' page on the Weill Cornell Medicine Student Services website. The browser address bar shows the URL: `studentservices.weill.cornell.edu/student-accounting/managing-student-account/making-payments`. The page features a navigation menu with links for 'Home', 'Student Accounting', 'Managing the Student Account', and 'Making Payments'. Below the navigation, there are 'View' and 'Edit' buttons. The main content area is titled 'Making Payments' and includes a section for 'Accepted Forms of Payment' with a list of options: Credit Cards, Online ACH Payment, Payment Plan, Financial Aid, Add an Authorized User to View and Make Payments on your Account, Third Party/Sponsoring Organizations, Paper Check or Money Order, International Student Payment Options, and How to Navigate to your Student Account. Each option has a plus sign icon to its right. To the right of the payment options is a 'Contact Information' section for the Office of Student Accounting, providing the address (1300 York Avenue, Room C-114, New York, NY 10005), telephone number (646) 962-3475, fax number (212) 746-5981, and email address `students-accounting@med.cornell.edu`. A 'Map This Location' link with a location pin icon is also present.



Once enrolled, How do I access the Provider Portal?

- The two providers have their own access points and rules. This information is on the dental and vision information pages under the ‘Information for Individuals with Active Coverage’ heading. **Please note that you will be able to register in the provider portal on or after your coverage start date.**
 - For Dental (Guardian) you will need your SSN to access your profile
 - if you do not have an SSN/TIN, there are instructions in the ‘U.S. Social Security Number or Tax ID Number Information’ form for what you should provide in lieu of your SSN.
 - For Vision (EyeMed) you will need your Jenzabar ID to access your profile.
- Your coverage details, deductible (if applicable) usage, and insurance cards will be available on the portals. You will also be able to find a provider and select a provider through the profile access as well.
- This information will be sent again at the start of the enrollment period in a Welcome to the Plan Email from Student Accounting



Helpful Information

- To obtain your Jenzabar ID, log into Learn and under the quick Links, you will see Jenzabar ID.



Personal Information Update

- If your information we provided to the insurance companies is incorrect (ie date of birth, address, name), you will need to change that information with Weill Cornell Medicine through your Learn Portal by completing a Personal Information Update (PIU).



Pre-Appointment Action Items

Dental Coverage

Before making an appt:

- Select a provider and call their office to verify that they take the coverage when you make the appointment.
- If you are enrolled in the Managed Dental Plan, you should also ensure that the provider is listed on your profile. If they are not, then the visit will not be covered.

Vision Coverage

Before making an appointment:

- Visit the Know before you go pamphlet.



Where can I go for Questions?

Access to comprehensive plan information have been emailed to your WCM address

<https://studentservices.weill.cornell.edu>

student-accounting@med.cornell.edu

646-962-3475



Virtual Meetings Available

If you have other questions for student accounting, please book a meeting through Microsoft Bookings - <https://outlook.office365.com/owa/calendar/WeillCornellMedicine4@medcornell.onmicrosoft.com/bookings/>



Weill Cornell Medicine - C114

SELECT A SERVICE

Student Accounting Inquiry

Set up a time to review your student accou... [Read more](#)
Free • 10 minutes

Financial Aid Inquiry

Set up a time to review your financial aid d... [Read more](#)
Free • 10 minutes

Registrar: Electives Inquiry (MD Program Only)

Set up a time to discuss electives. [Read more](#)
Free • 10 minutes

Registrar's Office Inquiry

Set up a time to meet with a member of th... [Read more](#)
Free • 10 minutes





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