

# A healthcare revolution – and you're invited.

## NEMOURS CHILDREN'S HEALTH SPOUSAL ADVANTAGE VALUE INCENTIVE PLAN ("SAVI") FREQUENTLY ASKED QUESTIONS

### SECTION I - SAVI BENEFITS

1. **What is covered under the SAVI?** The SAVI reimburses eligible co-pays, deductibles, and coinsurance for qualified medical and prescription drug expenses.
2. **Is there a calendar year maximum?** Yes, the maximum amount the program will pay per calendar year for eligible co-pays, deductibles and co-insurance is \$10,600 for single coverage and \$21,200 for two or more. These maximums match the Affordable Care Act maximums that any individual or family unit can incur. The result is 100% reimbursement for qualified medical and prescription services with SAVI.
3. **Is there an associate premium contribution required for the SAVI?** No, there is no cost to you. **Plus, when you enroll your eligible spouse in the SAVI, you are no longer subject to the \$300 monthly spousal surcharge that may otherwise apply to you.**
4. **What happens if the network on my alternate coverage does not include my current doctor? I've been with my doctor for a long time and don't want to change now.** The SAVI will reimburse you for eligible co-pays, co-insurance and deductibles **only** (up to the SAVI maximum limits) for services or benefits covered under your alternate plan. If your alternate plan does not include out-of-network services or benefits, they are not eligible for reimbursement under the SAVI. You should check the network access on your alternate plan to ensure that your providers will be covered.
5. **If my alternate group coverage does not cover a procedure or prescription, will that procedure be a covered expense under the SAVI?** No, if your alternate coverage does not cover the procedure, it is not a covered expense under the SAVI and will not be reimbursed.

### SECTION II - ELIGIBILITY

6. **Am I eligible to enroll into the SAVI?** If you are a **current associate**, you and your eligible dependents who are currently enrolled on your employer's medical plan and who have access to alternate group health coverage, are eligible to enroll in your employer's SAVI. If you are **newly hired** and you have alternate group coverage available, you and your eligible dependents are eligible for the SAVI upon satisfaction of your employer's eligibility requirements.

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7. **What is alternate group health coverage?** Alternate group health coverage includes other employer group health plans, such as one offered by your spouse's employer, a retirement plan from a previous employer, a parent's group health plan if you're under the age of 26, or group coverage available from a second employer.
8. **What does not qualify as alternate group health coverage?** Medicare, Tricare, VA health care, Medicaid, individual policies, and limited benefit health plans do not qualify as alternate group health coverage. If your alternate coverage is through a self-employed spouse, please call 877-872-4232 to confirm if you would be eligible for the plan.
9. **Am I eligible for the SAVI if my alternate coverage includes an HSA (Health Savings Account)?** Yes, you may be eligible depending on the following considerations. If these considerations are not met, your plan eligibility could be affected:
  - If the account holder of your alternate coverage is enrolled in the SAVI, then any associate and employer contributions to the HSA must be stopped.
  - If the account holder of the alternate coverage is not enrolled in the SAVI, they may continue to make and receive contributions to the HSA and use the HSA funds.
  - The HSA funds CANNOT be used by SAVI members for any SAVI eligible medical expenses. You cannot be reimbursed for the same expense twice.
10. **If my entire family is currently on my employer's medical plan, and I enroll my entire family in alternate group health coverage, is my entire family eligible for the SAVI?** Yes, because the entire family is currently enrolled in your employer's medical plan, the entire family would enroll into your alternate group medical plan and would all be covered under the SAVI.
11. **If I am age 65 or older and Medicare is my secondary coverage, am I eligible to enroll into the SAVI?** Yes, if Medicare is your secondary coverage, and you have qualified group health coverage then you are eligible to enroll into the SAVI. Reminder, if Medicare is your primary insurance, you are not eligible for SAVI.
12. **If my spouse and I both work for my employer and our only coverage option is our own employer's medical plan, is either one of us eligible for the SAVI?** No, because neither one of you has access to alternate coverage.
13. **If I currently have single coverage on my employer's medical plan and I have alternate coverage available with my other job, am I eligible for the SAVI?** Yes, you could enroll in the group plan through your second job, and you would be eligible for the SAVI.

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14. **I recently got married and I am now eligible for alternate coverage. Can I enroll in the SAVI?** Yes. Marriage is a Qualifying Event and, if your newly married status allows you to enroll in alternate group coverage, you and your eligible dependents may enroll in the SAVI after you have enrolled in your alternate coverage.
15. **Can I enroll in the SAVI and a Healthcare Flexible Spending Account (FSA)?** Associates may enroll in both the SAVI and an FSA; however, associates may not be reimbursed for the same expenses under both plans. Associates enrolled in the SAVI may wish to enroll in an FSA to cover expenses that are not otherwise covered by the medical plan. This includes expenses such as dental care, contact lenses, and prescription drugs not covered by your group plan. Associates who elect to enroll in the SAVI and an FSA should carefully evaluate their expenses so that they do not contribute too much towards an FSA and risk forfeiting the unused FSA funds at year-end.
16. **What if I enroll in the SAVI, and then lose access to my alternate group coverage?** As long as you let your employer know within their qualifying event time frame, you and your eligible dependents may enroll into your employer's medical plan with no lapse in coverage.
17. **When can I cancel the SAVI?** You can change your election during open enrollment each year or during a qualifying event if you let your employer know within the qualifying event time frame.
18. **How is my current dental and vision coverage affected?** You may remain enrolled in your current employer-sponsored dental and vision plans. Since the SAVI only reimburses eligible medical expenses, it has no effect on your dental and vision coverage.

### SECTION III – ENROLLMENT

19. **How do I enroll into the SAVI?**
  - i. Enroll into a qualified alternate group health plan. This must be a non-Nemours Children's Health sponsored health plan.
  - ii. Complete the SAVI enrollment online through your online enrollment system.
  - iii. Complete the Attestation through your online enrollment system; This is a required form that states you have other qualified group health coverage. By signing this form, you are waiving your employer's medical plan for you, your eligible dependents for the entire plan year.
20. **Will I receive enrollment confirmation?** You will receive a welcome letter from Catilize Health® in the mail, usually within 2-3 weeks. Your new SAVI ID cards will be shipped separately and arrive in the same time frame.

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## SECTION IV - CLAIMS

### 21. **How do I use the SAVI ID Card?**

- i. First, present your alternate coverage ID card.
- ii. Then, present your SAVI ID card. Let the provider know that the SAVI will pay the provider directly for eligible co-pays, deductibles and co-insurance.
- iii. You pay nothing; your provider may file the claim with both your alternate coverage and with the SAVI.

22. **Do all medical providers accept the SAVI ID Card?** Most providers accept the SAVI ID card and file claims. If the provider has questions about the coverage or claim submission process, the provider can call the toll-free number on the back of the SAVI ID card.

23. **Do all pharmacies accept the SAVI ID card?** Most pharmacies will process your claim when you present your SAVI ID card. If the provider has questions about the coverage or claim submission process, the provider can call the toll-free number on the back of the SAVI ID card. If they will not accept the SAVI ID card, you will need to pay your out-of-pocket expenses, and file a paper claim or submit the claim electronically to receive reimbursement. Keep in mind that many pharmacies will provide a report listing your prescriptions and co-pays.

24. **How do I submit a claim electronically?** To claim reimbursement under the plan electronically, go to [portal.catilize.com](https://portal.catilize.com) and submit the required documentation: for co-pay, co-insurance or deductible, you will need to submit the Explanation of Benefits (EOB) from your alternate group health plan; and for prescriptions, submit the "tab" that includes the name of the drug, date filled, patient's name and co-pay. Do not submit a cash register or credit card receipt; these alone are not acceptable as per IRS regulations.

25. **How do I submit a paper claim?** If you are filing a "paper" claim, using the claim form provided by Catilize Health®, you'll submit that form along with the required documentation listed in question #24.

26. **What is the deadline for submitting claims.** The deadline for member claims is 6 months after the end of the claim year or your termination from the plan. The deadline for provider claims is 120 days from the end of the plan year or your termination from the plan.

27. **What if I receive an invoice from a provider for a claim that should have been reimbursed and paid to the provider?** Your first inquiry should be made to the provider to see if they have processed the claim through Catilize Health®.

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28. **How is claim reimbursement obtained?** When you receive services from one of these providers, present the SAVI ID Card and the provider will file the claim. The provider will receive the payment for the out-of-pocket expenses. If you receive care from a provider who does not file SAVI claims, then you need to file a paper claim or submit the claim electronically. You will receive a direct deposit reimbursing you for your out-of-pocket expenses.
29. **I have not received my ID card yet and I have an appointment soon, will I get reimbursed for my out-of-pocket costs?** Yes, simply access your ID Card at [portal.catilize.com](https://portal.catilize.com). You may also file a paper claim or submit the claim electronically.

**For more information, to file claims or ask questions:**

Catilize Health®, Inc.  
2605 Nicholson Road, Suite 1140  
Sewickley, PA 15143  
Toll Free Phone: 1-877-872-4232  
Toll Free Fax: 1-877-599-3724  
[memberservices@catilizehealth.com](mailto:memberservices@catilizehealth.com)  
Hours 8:30am – 8:00pm EST  
<https://britehr.app/NemoursSAVI>

