



## From the Editor

### Summer's End is a New Beginning

It is said that every summer has its own story. We hope yours has been one you would have written and one that finds you renewed and excited about the first days of school.

In this issue, we hope you will find something to smile about. For example, those of you who use smart phones to the max will be excited to learn about "telemed" visits

with a doctor. Concerned about identity theft? Who isn't? We're happy to report an extended benefit about protecting your sensitive data. Last but not least is a review and update of the HR2020 initiative. It's the biggest thing to happen in Human Resources for over 20 years!

Here's to new beginnings! May your grades be A's, your work fulfilling, and your parking spaces plentiful.



## The Doctor Will See You ... On Your Computer, Smart Phone, or Tablet



**Health care just get easier with access to medical care via new telemedicine visits.**

Are you an IU medical plan member age 18 or older? Great! You can now use electronic devices to have a live video visit with a doctor of your choice to discuss non-emergency health issues. Visits can take place from home, work, or wherever you have internet access. The doctor can provide a diagnosis, treatment, and even certain prescriptions if needed. Doctors are board certified and based in the United States. All are part of the medical plan networks.

You can use online care typically for conditions such as colds, aches, sore throats, allergies, infections, and rashes. Claims for telemedicine visits will apply to your annual deductible and out-of-pocket, just like any other medical claim. However, a visit costs the same or less than a primary care office visit and provides convenience and flexibility when accessing care.

Telemedicine has been available in other states. Recent state legislation now makes it possible for Indiana residents to link up with a doctor. You'll be receiving more information by IU email about the hours of service, how to set up an account, and costs. Information is also available by calling the customer service number on the back of your medical plan ID card.

## Identity Theft: One Less Thing to Worry About and It's Free

*Employees enrolled in the following may use this service: Anthem PPO HDHP, PPO \$900 Deductible, PPO \$500 Deductible, IU GA, and IU GME plans.*

Anthem has taken steps to help plan members keep their information safe using AllClear ID, a leader in identity protection services. Coverage for identity protection services has been expanded to provide on-going services available at no cost to active members enrolled with Anthem, including the IU-sponsored plans. Here's what you get:

**AllClear Identity Repair** helps to fix identity theft issues and return your information to its proper condition. All plan members are automatically enrolled as long as coverage remains active; you do not need to take steps to enroll. If you become a victim of identity theft, an AllClear investigator will be your advocate and guide you from start to finish until the issue is resolved.

**AllClear Credit and Identity Theft Monitoring** is an extra layer of protection that helps you stay informed of your credit activity. There is no cost for this coverage, but you must enroll to have this service. AllClear ID sends alerts when banks and creditors open new accounts in your name. If something seems fishy you can contact AllClear right away. If you're currently receiving monthly email reports from AllClear, you may be asked to renew your coverage at

**Continued on page 3**

# Save \$\$\$ When Using a Reference Laboratory



Employees enrolled in the following plans may use the service described below: Anthem PPO HDHP, PPO \$900 Deductible, PPO \$500 Deductible, IU GA/postdoc fellows, and IU GME plans.

IU Health HDHP plan members can use any IUH network lab. And, plan members can call the customer service number on the back of their ID card to receive personal assistance in finding an independent lab.

As healthcare costs continue to increase, we want to highlight something new that can help you save on lab costs, like blood and urine tests, biopsies, thyroid function, Pap

smears, sexually transmitted disease, pregnancy bloodwork, and children’s screening (TB, diabetes, lead, anemia, etc.)

As an IU medical plan member, you have choices when it comes to lab work. Although doctors may offer referrals, they’re not always the lowest cost options. Anthem has a “reference lab” network to make it easier for members to find quality lab testing at the lowest price available. You can also ask your doctor to refer you to a reference lab.

Typical Savings Based on Average Costs				
Type of laboratory	Cost of services	Member coinsurance	Member cost (if deductible is not met)	Member cost (if deductible is met)
Participating reference lab	\$45	20%	\$45	\$9
In-network lab, but not a participating reference lab	\$200	20%	\$200	\$40
Out-of-network lab (PPO only)	\$400	40%	\$400	\$160

## Procedure

You can use the Anthem or Castlight web page to log in and search for a reference lab.

### Anthem

Visit [www.anthem.com](http://www.anthem.com)

Click on “Find a Doctor” under **Useful Tools**

#### Search as a Member

- Login using your Username and Password
- Select Lab/Pathology/Radiology under “I am looking for a:”
- Laboratories under “Who specializes in:”
- Location should be auto-populated
- Click Search

### Search as a Guest

- Click “Search by Selecting a Plan or Network
- Under “Search as a Member” enter YRP and click Continue
- Select Lab/Pathology/Radiology under “I am looking for a:”
- Laboratories under “Who specializes in:”
- Enter Location (Zip Code; City, State; etc.) and Distance
- Click Search

### Castlight

Visit [us.castlighthealth.com/login](http://us.castlighthealth.com/login)

- Type “Independent Lab” in the Search bar
- Click the Search icon

## HR2020: The Results Are In and We Can't Wait to Deliver!



It all started in October 2015. A strategic initiative to look how HR can better deliver processes that are nimble and adaptive to meet the changing needs of our employees and the institution. We involved almost 300 HR practitioners from across the university at all phases of the project—from surveys and focus groups to recommendations and strategy sessions. Over the past several months, we moved forward with the outcomes and recommendations of the IU HR community. As a result, we organized HR into three distinct parts: HR Operations, Centers of Expertise, and HR Business Partners.

**The Centers of Expertise**, or COEs, will be the experts that help design and implement plans, programs, and policies in the areas of Compensation, Benefits, Talent Acquisition, Talent and Organizational Development, Employee and Labor Relations, and Healthy IU.

**HR Operations** will include a customer service care center to assist employees and departments with HR questions, processes, and procedures.

**HR Business Partners** are dedicated to specific departments, schools or campuses and work directly with the employees and leaders of those groups to identify areas where HR can help the units create an engaging workplace while accomplishing their goals.

The organization structures for HR Operations and the Centers of Expertise have recently been completed and can be found at the HR2020 web site ([hr2020.iu.edu](http://hr2020.iu.edu)).

Our next phase of HR2020 includes efforts to create greater consistency with the HR Business Partner positions throughout IU and to fully implement the new HR Operations group and the Centers of Expertise.

Stay tuned!

---

### ID Theft (from page 1)

the end of your current 24-month coverage period. You will receive an email with instructions on how to do this at no cost, as long as you have active medical coverage under an Anthem plan. If you haven't enrolled in these services, you can do so at any time at no cost.

[anthemcares.allclearid.com](http://anthemcares.allclearid.com)



**By telephone to work directly with AllClear ID**

1-855-227-9830 | Monday – Saturday | 8a.m. – 8p.m. CST

## Annual Federal Notices

Did you know that...

- If you leave the University for any reason other than gross misconduct you have the right to choose a temporary extension of medical coverage (COBRA).
- All IU campuses maintain a daily crime log of criminal incidents and alleged criminal incidents that are reported to the campus police.
- Any person who is intoxicated in public is at risk of arrest.

Human Resources fulfills the requirement that employers, like Indiana University, provide notices to employees about the critically important rights and responsibilities in the areas below.

### Healthcare Coverage

Your rights regarding healthcare coverage range from notices about the ACA Health Insurance Marketplace to privacy practices and women's health and cancer rights. A summary of each notice appears in Open Enrollment booklets. To see the full text of these notices visit Important Federal Notices at [hr.iu.edu/benefits/federal\\_notices.htm](http://hr.iu.edu/benefits/federal_notices.htm).

### Security Reports

Annual security and fire safety reports containing policy statements and crime and fire statistics for Indiana University campuses are available from the Police & Public Safety section of Protect IU website [protect.iu.edu](http://protect.iu.edu).

### Safety and Prevention

Indiana University intends to maintain an alcohol and drug-free workplace and to comply with the Drug Free Workplace Act of 1988 and its amendments. To that end, all employees must comply with the University's Substance Free Workplace policy ([policies.iu.edu/policies/categories/human-resources/conduct/substance.shtml](http://policies.iu.edu/policies/categories/human-resources/conduct/substance.shtml)). For more information and resources see the Alcohol and Drugs section of the Safety and Prevention Programs website ([protect.iu.edu/police-safety/safety-prevention/](http://protect.iu.edu/police-safety/safety-prevention/)).

### Sexual Harassment and Sexual Misconduct

As we welcome students back to our campuses and enter another academic year, it's important to remember our individual obligation to be familiar with how to respond to reports of sexual harassment and sexual misconduct. By visiting [stopsexualviolence.iu.edu](http://stopsexualviolence.iu.edu), employees can learn more about IU's policies, processes, and campus and community resources on this topic, including an online employee training module.