

Where can I find out more information on First Choice?

- Visit: www.FirstChoiceBuffalo.org click on member under view my plan (right hand side) enter the username: catholichealth password: firstchoice
- Customer Service: (716) 631-2661
- First Choice Hotline: (716) 706-2570

If I need to seek emergency treatment, what should I do?

If you fear for your life, limb or eyesight please seek medical attention at your nearest emergency room or if necessary call 911. IHA has a 24-Hour Medical help line 1-888-878-9174. They can help with medical needs, details on common surgeries, advice on how to treat a child's fever or minor injury, help understanding symptoms and choosing the right care. You can also seek treatment at one of the many Urgent Care Centers throughout WNY.

What do I need to do to fill my maintenance medications?

Maintenance medications must be filled with a 90 day supply for only 2 copays*. You must use a participating provider. The most accurate list is available on the First Choice website or by calling the HR Service Center. Please note, you must have a prescription from your physician written for a 90 day supply in order to fill the medication correctly.

*Copays may vary.

What happens to my benefit coverage if I retire or terminate employment?

Your active associate benefits will terminate on the last day of the month of retirement or termination of employment. You will be eligible for continuation of benefit coverage or Catholic Health retiree medical coverage, administered by Independent Health, on the first of the month following retirement or termination of employment.

What happens to my Flex Spending Account (FSA) if I leave Catholic Health?

If you are enrolled in a FSA contributions will end with your last paycheck. Eligible expenses incurred up to your termination date must be submitted for reimbursement within 60 days of your termination date. Please visit www.padmin.com or call them directly at (716) 852-2611 for any additional questions on your account.

What benefits can be extended through Continuation of coverage?

Medical, dental, and vision.

How long am I eligible for continuation of benefits?

The maximum period of benefit coverage is eighteen (18) months for covered associates, twenty-nine (29) months if you qualify for social security disability benefits, and thirty-six (36) months for dependents who become ineligible for dependent coverage due to age or divorce. You are responsible for 100% of the premium cost, plus a 2% administration fee.

If I retire, how long may I continue medical benefits coverage through the Catholic Health retiree medical plan?

There is no time limit for this plan. You can continue coverage for as long as you choose.

Questions?

Contact the HR Service Center:



Let's Talk...

Benefits

If you have any questions regarding any of the benefit plans offered by Catholic Health, contact the HR Service Center.

by phone:

1-844-202-3016

HR Specialists are available
Monday - Friday: 7am - 5pm

by email:

myhr@chsbuffalo.org



Frequently Asked Questions About Associate Benefits

Our Mission

Why we exist.

We are called to reveal the healing love of Jesus to those in need.

Our 2020 Vision

What we are striving to do.

Inspired by faith and committed to excellence, we will lead the transformation of healthcare in our communities.

chsbuffalo.org



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Let's Talk... Associate Benefits

What is the time frame for benefits enrollment?

As a newly hired associate, you have 31 days from your date of hire to enroll for benefit coverage. If you do not enroll within 31 days of your date of hire, you must wait until the annual open enrollment period usually held in November to elect benefit coverage, unless you experience a mid-year qualifying event. You will receive a memo with detailed information on how to log on to elect your benefits. Upon approval, confirmation statements will be mailed directly to your home address.

What is a qualifying event?

A life changing event such as marriage, divorce, birth or adoption of a child, death of a dependent, or if an associate or his/her spouse experiences an employment status change resulting in benefit coverage eligibility or an involuntary loss of coverage. You have 31 days from the date of the event to make benefit changes. Contact the HR Service Center for more details.

What if my physician doesn't admit into Catholic Health? Can I still maintain my relationship with this provider?

Yes, you can still maintain your relationship. Catholic Health utilizes Independent Health's (IHA) physician network with just an office visit copay. You can call your physician's office and ask if they accept IHA or call IHA directly at (716) 631-2661 to verify if your physician is in their network. You can also visit IHA online at www.independenthealth.com. Click on the tab *Find a Physician*.

If I transfer to another Catholic Health facility without a break in employment, must I re-enroll for benefit coverage?

Yes, you have the ability to change your benefit elections at the receiving Catholic Health facility; however, there will be no break in benefit coverage. You should receive an additional memo which will allow you to enroll directly online through Employee Space.

Which benefit plans provide ID cards?

Identification cards are issued for:

- Healthcare plan/Prescription drug plan
- Women's Wellness - only female members who fall between the ages of 13-55
- Dental plan

Will I receive an ID card for the vision plan administered by Vision Service Plan (VSP)?

No, VSP does not issue ID cards, but they ensure the process to use their coverage is simple. Either call VSP at 800-877-7195 or visit www.vsp.com. Your Doctor and VSP will handle the rest. If you would like an ID card to ease your mind, please visit www.vsp.com and register yourself. You can print an ID card and retain for your records.

Will I receive a booklet of providers?

No, the most up to date information is available online. If you do not have access to a computer at home, please visit your HR department.

Which websites list our participating providers for Catholic Health's medical, dental, and vision plans?

To obtain the most current listing of participating providers for health, dental, and vision plans, access the provider listing on the following websites:

- In-network hospital based services: www.FirstChoiceBuffalo.org
- Health/prescription drug: www.independenthealth.com
- Dental: www.probenefitsadmin.com (select Dental Pay Plus Option)
- Vision: www.vsp.com

Typically, ID cards for health/prescription coverage and dental ID cards arrive within 10-14 business days to your home address. If you require another set of ID cards, please contact the carrier directly IHA (716) 631-2661 or Pro Benefits (716) 831-8171.

You also have the option to print out temporary ID cards directly from IHA's website. Please note, you will be required to register yourself in order to complete the process. You can call IHA directly for your subscriber ID and plan number.

Am I responsible for my benefit premium payments while I am on a leave of absence?

Yes, associates are responsible for payment of benefits while on a leave of absence.

Am I entitled to any of Catholic Health's discount programs?

Yes, Catholic Health provides associate

discounts for active associates. Please visit the CHS intranet at www.chsbuffalo.org/associates, click on the *Human Resources* tab, select discounts, on the left hand side and click on *compensation & discounts, employee discounts*.

How do I enroll in a 403(b) plan?

Please contact Fidelity directly by calling 800-343-0860 or by visiting their website at www.fidelity.com/atwork. There is no eligibility requirement to enroll. Associates who work per diem are also eligible to enroll in this pre-tax retirement savings.

If I change my address, do I have to let my HR department know?

Yes, you must keep your address current, as this information is sent weekly to all benefit vendors. Address changes should be made electronically through Employee Space.

Do my children have to be full time college students when they turn 19 to be eligible for benefit coverage?

The Affordable Care Act (ACA), requires children to be covered on our health and prescription plan up to the end of the month in which they turn age 26. Catholic Health has decided to allow this same provision for dental, vision and dependent life insurance as of January 1, 2016.

Am I able to seek medical attention at an Urgent Care facility?

Yes, as long as the physician is part of the IHA network, only a copay would apply.

