

# QUESTIONS

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### WHAT IF I AM IN THE MIDDLE OF TREATMENT AND WISH TO CHANGE CARRIERS?

If you have a specific transition of care issue, please come to the Benefits Fair to speak to Representatives of the different carriers or contact the carriers directly at the numbers provided below. You may also review the CareFirst transition of care document [here](#). Questions regarding plan benefits may also be addressed by calling the Member Services numbers below.

CareFirst	(800) 628-8549
Kaiser Permanente	(800) 777-7902

### HOW DO I ENROLL, CANCEL, OR MAKE CHANGES TO MY CURRENT COVERAGE?

**If you are not currently enrolled in a Smithsonian Health Insurance Plan you must provide the Office of Fellowships and Internships (OFI) with the following information by close of business on December 4, 2015.** You must provide your: full name, local address, social security number (SSN), and full date of birth (mmddyyyy). If you do not have a SSN, OFI will provide you with a placeholder number. Updates to Secova are only done on Tuesday of each week so you will have access to Secova to make your election beginning on the Wednesday after your information is provided to OFI.

All plan elections must be entered through Secova: <http://iElect.Secova.com>. Please reference page 2 for log-in instructions. The site will not be active until Open Season begins on November 9, 2015. All elections must be made by midnight on December 14, 2015. **No enrollments, cancellations or changes will be accepted after December 14, 2015.**

### WHAT IF I DON'T WANT TO MAKE ANY CHANGES?

If you do not wish to make any changes to your current plan selections, you do not need to do anything. However, please reference the premium rates in this document for applicable rate changes.

### CAN I ENROLL IN A NON-SMITHSONIAN PLAN?

Smithsonian fellows who choose to enroll in a non-Smithsonian health insurance plan - including via the Healthcare Marketplace - are doing so independent of the Smithsonian. Because fellows are not employees of the Smithsonian, the Smithsonian Institution will not complete any forms for non-Smithsonian health insurance plans.

### WHEN CAN I EXPECT MY NEW CARDS?

If you submit your enrollment or change **no later than December 14, 2015**, you can expect your identification cards in the month of January.

### WHAT WILL BE THE EFFECTIVE DATE FOR ANY CHANGES I MAKE?

The effective date for new enrollments/changes made for plan year 2016, will be **January 1, 2016**. Your current coverage will continue through December 31, 2015.

### WHO CAN I CONTACT IF I HAVE QUESTIONS?

Dora Blair at [blairtl@si.edu](mailto:blairtl@si.edu), Rosa Nguyen at [nguyenr@si.edu](mailto:nguyenr@si.edu), or call the Office of Fellowships and Internships at 202-633-7070.