

You will be able to view the International Network of providers once you receive your Member ID card in December.

Yes. Excellus has a local, DeWitt-based dedicated customer service center for Syracuse University. The hours of operation are:

Monday – Thursday: 8 a.m. – 8 p.m.

Friday: 9 a.m. – 8 p.m.

These experienced representatives will be well-versed in the Syracuse University plan designs and stand ready to assist you with any questions that you may have starting in mid-October. In our forthcoming Open Enrollment communications, we will provide you with the toll-free number to contact Excellus.

Excellus BlueCross BlueShield will reach out to providers who do not participate with their network and are recommended b

Yes. Excellus BlueCross BlueShield is committed to meeting the needs of the campus community to ensure that all members are able to effectively access their information. Excellus also offers:

- < A TTY number;
- < Customer service representatives who fulfill braille, audio recording and large print requests; and
- < Special services for non-English speaking members. The majority of non-English speaking calls are handled by one of their bilingual or multilingual representatives. Excellus also retains a telephone interpreter service to ensure that all non-English speaking calls are handled.

Contact the HR Service Center at 315.443.4042 or hrrservice@syr.edu with any immediate questions about this change. Further information will be available forthcoming this fall in preparation for Open Enrollment Oct. 30 – Nov. 10.

Yes. As of Jan. 1, 2018, POMCO will no longer be the claims administrator for Syracuse University's medical plans. You will receive a welcome packet with your personalized ID cards at your home address with details on the new Excellus BlueCross BlueShield program around Dec. 15, 2017.

In addition, as of Jan. 1, 2018, Excellus BlueCross BlueShield's fully-owned subsidiary, LifeTime Benefit Solutions, Inc., will be the new administrator for retiree and COBRA billing. During our annual Open Enrollment process, you will receive information from LifeTime Benefit Solutions regarding their billing process and contact information.

No. All retiree medical plan participant information, including the number of remaining subsidy credits, will be provided to LifeTime Benefit Solutions. LifeTime Benefit Solutions will handle all retiree billing and ensure that each bill is correct with respect to the University's subsidization of retiree medical benefits for pre-2006 retirees, post-2006 retirees, and individuals who retired under VSIP and have subsidy credits remaining.

You may contact the HR Service Center at 315.443.4042 or hrservice@syr.edu with any immediate questions about this change. We will update this FAQ as needed, and more information will be available prior to Open Enrollment.