

***Frequently Asked Questions
Open Enrollment 2017***

1. I do not want to make any changes, do I need to do anything?

No action is necessary. Your current coverage with MPI will remain in effect.

2. I do not have access to a printer, can you mail the form(s) to me?

Yes, you may call 855-275-4674 or email service@mpiphp.org to request the form(s).

3. When are the forms due by?

They are due by Friday, July 21, 2017.

4. When does the plan change take effect?

If you are an Active Participant or Retired Participant who are not Medicare eligible: It will take effect August 1, 2017.

If you are a Retired Participant who is Medicare eligible: It will take effect September 1, 2017 or later depending on when you submit all required forms. Medicare eligible retired participants and/or their dependents must be enrolled in Medicare Parts A and B and submit an additional form: Kaiser Permanente Senior Advantage Election form or Health Net Seniority Plus form. Please call 855-275-4674 or email service@mpiphp.org to request the additional form.

5. I have a new email address, do I need to complete the form?

No. Please call 855-275-4674 or email service@mpiphp.org to have your email updated.

6. I need to add a new dependent, can I do that now?

Yes. Please click on the following link to download the applicable forms you need to submit <http://www.mpiphp.org/forms/eligibility/eligibilityforms.aspx>. If you would prefer to have the forms mailed to you please call 855-275-4674 or email service@mpiphp.org. If you are currently paying for COBRA continuation coverage, your COBRA rate may change effective August 1st, please call 855-275-4674 or email service@mpiphp.org for more information.

7. How do I remove a dependent?

Active Plan Participants: You must submit a signed letter addressed to “MPIPHP” listing dependent(s) to be removed or return premium coupon with signature.

Retiree Plan Participants: You can only remove your spouse if you are divorced; you will need to submit a copy of your final divorce decree and a new Beneficiary/Enrollment form. You can only remove children if student marries, dependent reaches the maximum age limit for coverage (19 if not a full-time student or 23 if a full-time student), or dependent is no longer a full-time student.

COBRA Participants: Submit a signed letter addressed to “MPIPHP” listing dependent(s) to be removed.

8. Why do I have to sign Kaiser’s Arbitration Agreement? What does it mean?

It is a Kaiser requirement but it does not apply to disputes over claims for benefits.

9. I missed the 7/21/2017 deadline to submit my open enrollment form, can I still submit the form?

No. However, if you would like to change your plan to Anthem Blue Cross and/or Delta Dental PPO, enrollment is open all year and you may submit a Benefit Selection form at any time.