**Department Mission Statement**

The Mission of the Bowling Green State University Student Insurance Office is to support and empower students to become knowledgeable health care consumers, assist them as they navigate through the health insurance process while achieving their academic goals, and provide a student insurance product at the highest possible benefit levels and lowest possible cost.

**2013-14 Executive Summary**

The 2013-14 academic year saw significant changes in the student health insurance arena. The introduction of the Healthcare Marketplace, opening of the Healthcare.gov website, an avenue for students to explore and potentially apply for health insurance; along with the state of Ohio Medicaid expansion were the most significant changes in the health insurance field in the past twenty years. The finalization of the Affordable Care Act also dictated several changes which added required features to our plan design. These federal changes and requirements led to an increased volatility in the health insurance market. It was essential for the Student Insurance Office to address these changes as we strived to provide a competitive student health insurance plan.

**Key Highlights**

- Decided to continue our participation in the Inter University Council Student Health Consortium for 2014-15 policy year, joining five other Ohio universities, in an effort to reduce insurance premiums with additional covered lives
- Contracted with United Healthcare Student Resources to offer two insurance plans to domestic students allowing them a choice in their deductible
- Hosted three student Insurance Exchange Sessions-invited a Marketplace Healthcare Navigator to assist students with navigating the website and answer their insurance related questions
- Moved our office into the Falcon Health Center building
- Contracted with Findley Davies, Insurance Consultant, to analyze the student health insurance plan currently offered and suggest improvements

**Program Participation and Usage Data/Key Performance Indicators**

- 1163 graduate and undergraduate students were enrolled
- 476 international students (graduate and undergraduate) were enrolled
- 38 dependents of students (children, spouse and/or domestic partners) were enrolled
- 20 students with a qualifying life event were added into our plan during the semester
- Hosted 3 student informational insurance session with a total of 33 students attending
• Attended two Graduate Student Senate General Assembly meetings to present on student health insurance and insurance exchanges for all Senators

**Retention Initiatives**

• As we created our plan design, our number one priority was to offer a student health insurance plan that would be affordable, while offering the insurance coverage students could need should they experience a medical injury or condition that would create a significant financial burden not allowing them to enroll next semester or continue their current semester
• Our main goal is to make every student and parent/guardian interaction we have a customer service experience of the highest quality whether in person, by telephone or email

**Collaboration and Partnerships within Student Affairs**

• Displayed and attended all SOAR sessions
• Met with USG and GSS Presidents on student health insurance issues

**Collaborations and Partnerships with other BGSU Areas and the Community**

• Met and interacted daily with Falcon Health Center (FHC) administration including involvement with quarterly FHC/BGSU operational meetings to ensure a smooth transition
• Met and conversed with Wood Health Company and Wood County Hospital on issues related to student insurance claims
• Provided administrative support and actively participated in Health Service Advisory Committee Meetings

**Awards and Recognitions (Departmental and/or Staff)**

**Proposed 2014-2015 Priorities**

• Create a Request for Proposal working with Andy Grant, Director of Business Operations, for a student health insurance plan to offer students for the 2015-16 academic year
• Gather data and statistics to determine satisfaction with the 2014-2015 student health insurance plan
• Work with application developers in the IT department to improve work flow procedures in CSS to reduce data entry errors and decrease staff time spent
• Enhance the student insurance web application to provide more ease of use for students