

FAQ for GIC Members: FY2021 Listening Sessions

Q: What materials will be presented in the FY2021 plan design recommendations?

The information that will be presented during the Public Listening Sessions is posted on our Website at www.mass.gov/gic. This information was presented at the regular public meeting of the Commission on Thursday, January 16.

The schedule of Public Listening Sessions was sent in December, before the information was developed. Our goal was to provide members plenty of time to plan for attendance, as well as time to advise GIC regarding ADA accommodation requests, such as wheelchair access or sign-language interpretation.

GIC posts the presentation online so that it can be reviewed before or after the meetings, and available to those who cannot attend in person.

Q: Will any of the GIC's six health insurance carriers be changing for Fiscal Year 2021?

No. All six health plan carriers will continue to offer the 11 existing products for FY2021.

Q: Will there be information available about the cost of my health insurance coverage at the sessions?

No. We will not have that information until the regular public meeting of the Commission on Thursday, February 27.

Q: What happens between the Public Listening Sessions and the publication of the Benefit Guide with pricing in late March?

At the regular public meeting of the Commission on Thursday, February 6, the Commission will vote to accept or reject the FY2021 plan design recommendations.

Whatever the results are, GIC then direct the health carriers to do the actuarial work required to calculate premiums, co-pays, deductibles and limits based on the approved plan designs.

Q: When will GIC provide members with the costs for FY2021 Healthcare Benefits?

At the regular public meeting of the Commission on Thursday February 27, GIC will present the proposed pricing for the approved plan designs. Commissioners will either vote to accept or reject the FY2021 pricing.

Once the pricing is finalized, GIC will begin updating all the Member Benefit Guides in advance of the Annual Enrollment period, which begins on Monday, April 6 and which concludes on Friday, May 1.

Q: How were the listening session locations chosen?

Listening sessions allow members to hear directly from the GIC about the plan design recommendations proposed to the Commission. We value this opportunity for outreach.

With over 462,000 members throughout the Commonwealth, GIC selects locations across the state to provide regional coverage. In addition, each site is reviewed for public access to parking and public transportation, technology capabilities of the space, and reasonable costs.

Q: Why are the Public Listening Sessions during the evening?

In 2019, GIC received overwhelming responses from attendees that sessions held during the workday are far more inconvenient than holding sessions in the evening, after work.

We used that feedback to plan accordingly for this year.

Q: I am having a dispute with my insurance carrier. Can I address this matter at a listening session?

GIC takes its members privacy seriously, and so we strongly advise against using the listening sessions to discuss your personal health care matters.

Members seeking any assistance or guidance regarding an insurance matter should first contact their carrier to resolve the matter.

Members may always contact the GIC Public Information Unit at (617) 727-2310.