

2018 PLAN YEAR



# IU Tuition Benefit

Full-time Academic & Staff Employees

## Foreword

Material in this booklet is intended for informational purposes only and is not intended to serve as a legal representation of these benefits. Although the booklet is intended to be accurate, if there is any difference between this summary and other legal documents and regulations, those documents and regulations will govern.

This booklet should be read in its entirety since many of the provisions are interrelated.

While Indiana University intends to continue this plan indefinitely, it reserves the right to change or terminate it at any time.

## IU Tuition Benefit Plan

The IU Tuition Benefit Plan provides eligible employees and certain family members a subsidy applied to tuition costs when attending Indiana University classes. The student is responsible for the difference between the Benefits provided under this plan and the total cost of tuition and fees associated with Indiana University classes.

The IU Tuition Benefit is intended to be an educational assistance benefit excludable from the employee's taxable income. It is established under Sections 117 and 127 of the Internal Revenue Code and authorized under IU Policy HR-04-30, Employee Benefit Plans. This plan is the only authorized university-funded assistance for an employee's non-business tuition expenses as defined by Internal Revenue regulations. This plan does not apply to IU tuition that is paid as a bona fide business expense or student-based award.

## Administrative Services

Contact IU Human Resources or refer to the Web site at [hr.iu.edu](http://hr.iu.edu) for:

- Customer service telephone numbers;
- Tuition Benefit Frequently Asked Questions;
- Tuition Benefit Enrollment form;
- IUHS Tuition Waiver form; and
- Current subsidy rates.

For more information visit:  
[hr.iu.edu/benefits/tuition.html](http://hr.iu.edu/benefits/tuition.html)

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# IU Tuition Benefit Plan Highlights

Plan Type	Eligibility	Enrollment
<p>The plan is established under Section 117 and 127 of the Internal Revenue Code. Eligible individuals are provided a subsidy toward the tuition costs associated with attending Indiana University classes, or in the case of IUHS, a waiver of high school course tuition.</p> <p>The IU Tuition Benefit is completely funded by Indiana University.</p>	<p>The following categories of individuals associated with Indiana University are eligible for the IU Tuition Benefit:</p> <ul style="list-style-type: none"> <li>• Full-time* Academic and Staff (including Residents) appointed by the end of the first week of the semester or session.</li> <li>• Full-time* Academic and Staff employees (including Residents) on approved leave of absence, other than a leave without pay prior to active employment.</li> <li>• Former employees with IU Retiree Status.</li> <li>• Disabled former full-time* Academic and Staff employees (including Residents) who are receiving long-term disability benefits from a university-sponsored plan, Social Security, or PERF.</li> </ul> <p>* Full-time is 75% FTE or greater. Employees in temporary positions or in positions less than full time are not eligible for plan membership.</p>	<ul style="list-style-type: none"> <li>• Enrollment forms for the IU Tuition Benefit are required annually.</li> <li>• Online and paper enrollment forms are available online at: <a href="http://hr.iu.edu/benefits/tuition.html">hr.iu.edu/benefits/tuition.html</a>.</li> <li>• Submissions after the semester deadline cannot be accepted. Delayed submission of an enrollment form may result in the applicant paying all tuition costs and waiting for reimbursement from the Office of the Bursar.</li> <li>• For IUHS tuition waiver, online and paper enrollment forms are available online at: <a href="http://hr.iu.edu/benefits/tuition.html">hr.iu.edu/benefits/tuition.html</a>. Late enrollments are not accepted; application must take place prior to registration for classes.</li> </ul>
Employee/Retiree Coverage	Spouse/Child Coverage	Income Tax Issues
<p>Employee/Retiree Tuition Benefit:</p> <ul style="list-style-type: none"> <li>• Benefit is a subsidy of covered tuition up to a dollar maximum per semester* based on the Indiana resident per-credit-hour rates at each campus, and in the case of some employees, on class standing (undergraduate, graduate, or professional).</li> <li>• Dollar maximums for each campus can be found at: <a href="http://hr.iu.edu/benefits/tuition.html">hr.iu.edu/benefits/tuition.html</a>. The employee/retiree is responsible for all tuition costs above the dollar maximum, and any excluded fees.</li> <li>• For IUHS: a 25% tuition waiver for high school courses.</li> </ul> <p>*All Summer Sessions combined are considered as one semester.</p>	<p>The Tuition Benefit for the spouse of an eligible employee or deceased eligible employee:</p> <ul style="list-style-type: none"> <li>• Benefit is a subsidy of covered tuition up to a dollar maximum per semester* based on the Indiana resident per-credit-hour rates at each campus. Dollar maximums for each campus can be found at <a href="http://hr.iu.edu/benefits/tuition.html">hr.iu.edu/benefits/tuition.html</a>. Covered individuals are responsible for all tuition above the dollar maximum and excluded fees.</li> <li>• For IUHS: 25% tuition waiver for high school courses.</li> </ul> <p>The Tuition Benefit for the dependent child(ren) of an eligible employee:</p> <ul style="list-style-type: none"> <li>• Subsidy of 50% of the Indiana resident undergraduate credit-hour fees up to the first bachelor's degree or the dependent accumulates 140 credit hours of IU Tuition assistance benefits, whichever comes first.</li> <li>• For IUHS: 25% tuition waiver for high school courses.</li> </ul> <p>*All Summer Sessions combined are considered as one semester.</p>	<p>Tuition Benefits are not taxed for:</p> <ul style="list-style-type: none"> <li>• undergraduate or high school courses</li> <li>• graduate level courses up to the IRS maximum of \$5,250/year.</li> </ul> <p>Tuition Benefits are taxed for Graduate level course taken by:</p> <ul style="list-style-type: none"> <li>• a spouse,</li> <li>• an employee when over the IRS maximum of \$5,250/year.</li> </ul>
<b>Exclusions</b>		
<p>Covered tuition includes the per-credit-hour tuition rate charged to a student, excluding special fees, such as those for music performance studies, student teaching, laboratories, early education experience, dissertation advanced research (G901, B798, G831, or equivalent), rental of special equipment or facilities, and fees for non-credit courses. Mandatory student fees, such as student technology, activity, or athletic fees are not considered tuition and are not covered under this plan.</p>		

## Plan Eligibility

### Employee and Retiree Eligibility

The following categories of individuals associated with Indiana University are eligible for the benefit and the IUHS tuition waiver:

- Full-time\* IU Academic and Staff Employees (including Residents) employed by the end of the first week of classes for the semester or term.
- Full-time\* IU Academic and Staff Employees (including Residents) on an approved leave of absence, other than a leave without pay prior to active employment.
- Former employees with IU Retiree status.
- Disabled former full-time\* Academic and Staff employees (including Residents) receiving long-term disability benefits from a University-sponsored plan, Social Security Administration, or PERF.

To be eligible, an employee or qualified former employee must have such status by the end of the first week of classes or at the time of registration for IUHS courses.

\*Full-time is 75% FTE or greater. Employees in temporary positions or in positions less than full time are not eligible for plan membership.

### Spouse Eligibility

A spouse means one by marriage, either opposite-sex or same-sex, legally entered into in one of the 50 states, the District of Columbia, or a U.S. territory or a foreign country.

Proof that an individual is a qualified dependent (marriage certificate) is required at the time of initial enrollment and periodically thereafter. Failure to provide proof of dependent eligibility within 30 days of the University's written request for such proof may result in the termination of the benefit award.

In order to be eligible for the IU Tuition Benefit, by the first day of the semester or term, the spouse must meet the definition of a spouse of an eligible employee or Retiree, or of a deceased employee or Retiree who was eligible at the time of their death. Individuals are not eligible to receive the benefit as both an employee and as a spouse of another employee.

### Dependent Child Eligibility

A Dependent Child is defined as the biological or adopted child, stepchild, or child whose legal guardian is an eligible individual. The child must also:

- Be unmarried; and
- Be 23 years of age or under, and
- Meet the IRS Support test requirements as a Qualifying Child of the employee or spouse.

In order to be eligible for the benefit, by the first day of the semester or term, the dependent child must meet the definition of a Dependent Child of an eligible employee or Retiree, or of a deceased employee or Retiree who was eligible at the time of their death.

Proof that an individual is a qualified dependent (birth certificate, guardianship orders, as applicable) is required at the time of initial enrollment and periodically thereafter. Failure to provide proof of dependent eligibility within 30 days of the University's written request for such proof may result in the termination of the benefit award.

Individuals are not eligible to receive the benefit as both an employee and as a dependent of another employee or as a dependent of more than one employee. For example, when both parents of a dependent child are employed by the University, one of the parents, but not both, may enroll the child in the benefit.

The benefit will be discontinued at the conclusion of the semester/term in which:

- The child ceases to meet the definition of a dependent child as specified in this plan; or
- The child's parent is no longer an employee of the university for reasons other than disability, death, or termination with IU Retiree Status; or
- The child receives a bachelor's degree, or the child accumulates 140 credit hours of IU Tuition Benefit awards\*, whichever comes first.

\* *Hours that accumulate toward the 140 hour limit include any earned hours, failed or incomplete course hours, and withdrawn courses that received a "W" after the 100% tuition refund period that have been subsidized by the benefit. This includes hours from another campus or program, such as ACP or IUHS, that also received the tuition benefit subsidy.*

## Enrollment Provisions

In order to enroll for the benefit, the student must have applied and been accepted as a student at Indiana University. Tuition Benefit applications cannot be processed prior to the student being an admitted student at the university. Contact the campus Admissions Office for application materials.

Application forms for the benefit are available online, in PDF format or available in paper format and can be submitted on a semester basis or for an entire academic year at one time. A new application must be submitted for each academic year to IU Human Resources at Poplars E165, 400 E. 7th Street, Bloomington, IN 47405. If attending multiple campuses, an application must be completed for each campus of attendance.

In order for tuition to be covered by the benefit, the employee or Retiree must 1) be eligible by the end of the first week of class, and 2) submit an application by the semester deadline.

Deadlines for each semester are listed below. After these deadlines no subsidy will be applied and the student will be responsible for their entire bursar bill for that semester. Applications may, however, be submitted in advance for up to a full academic year.

Semester/Term	Deadline
Fall	October 30
Winter	January 30
Spring	March 30
Summer	July 30

In order to avoid being billed for the full tuition amount, employees are encouraged to apply for the benefit as soon as possible.

If the application form is processed after the student has been billed for tuition, the student is responsible for paying the full tuition bill by its due date. Once the application form is processed, the student will receive a refund through the office of the Bursar. In order for tuition for any semester/session to be covered by the benefit, the employee or Retiree must be eligible by the end of the first week of class.

## Benefit Amount

Applicable benefit maximums for each academic semester/term are available on the IUHR website at [hr.iu.edu/benefits/tuition-ratetable.htm](http://hr.iu.edu/benefits/tuition-ratetable.htm). All summer sessions combined are considered as one semester.

## Exclusions

Covered tuition includes the per-credit-hour tuition rate charged to a student, excluding special fees, such as those for music performance studies, student teaching, laboratories, early education experience, dissertation advanced research (G901, B798, G831, or equivalent), rental of special equipment or facilities, and fees for non-credit courses.

Mandatory student fees, such as student technology, activity, or athletic fees are not considered tuition and are not covered under this plan. Covered individuals are responsible for all tuition costs over the benefit maximum and excluded fees.

## Dual Eligibility

Individuals are not eligible to receive benefits as both an employee and as a dependent of another employee or as a dependent of more than one employee. For example, when both parents of a dependent child are employed by the University, one of the parents, but not both, may enroll the child in the benefit.

## Attending Multiple Campuses

Covered Individuals who attend multiple campuses will need to complete a tuition benefit application for each campus of attendance.

**Dependent Children:** For each campus that the dependent child is attending and has completed the tuition benefit application, they will receive the tuition benefit subsidy of 50% of the Indiana resident undergraduate rate, up to the completion of a bachelor's degree or up to a maximum of 140 credit hours of IU Tuition Benefit awards.

**Employees/Retirees and Spouses:** Only one IU Tuition Benefit subsidy will be applied each semester. The subsidy amount, however, can



be split over multiple campuses. Since the Tuition Benefit is a subsidy of covered tuition up to a benefit dollar maximum per semester, the highest maximum between the campuses attended is used as the maximum subsidy amount for that semester.

Award amounts may not be adjusted on the bursar accounts until after the final deadline for dropping/adding of courses. The adjustments may result in less subsidy being provided at one or more campuses. Covered individuals are responsible for all tuition costs over the benefit.

## Quarter Term Schedule

The Graduate - Kelley Direct Program and the Graduate - Business of Medicine MBA Program are on a quarter term schedule.

## Registration for Courses During Work Hours

Employees who wish to enroll in University classes scheduled during normal work hours must obtain advance approval from the associated Department Head. See the applicable Training and Education personnel policy for provisions about covering time away from the job.

## Audit Hours

For employees/IU Retirees and spouses, audit hours are eligible for the tuition benefit. The tuition benefit for the eligible dependent child is limited to credit hours only and does not apply to audit hours.

## Advance College Project (ACP) Courses

The Advance College Project (ACP) is a partnership between Indiana University and participating high schools within the states of Indiana, Ohio, and Michigan. ACP offers college credit to qualified high school seniors (and some juniors) who enroll in IU general education courses that are offered at their local high schools during the regular school day and taught by certified high school teachers who hold adjunct lecturer status with Indiana University.

ACP courses are administered from the IU Bloomington campus, as well as IU East, IU Kokomo, IU Northwest, IU South Bend and IU Southeast. The

Tuition Benefit (a subsidy of 50% of the tuition) is applicable to Advanced College Project (ACP) courses. To receive the Tuition Benefit, the parent of the student must complete the IU Tuition Benefit Application, either online or by paper.

On the application, in the 'Program' field, select 'ACP or Undergraduate'. In the space provided for 'Campus of Enrollment', use the name of the IU campus through which the student will be registered: Bloomington, East, Kokomo, Northwest, South Bend, or Southeast. Use the View by Corresponding High School list on the Participating High Schools page of the Advance College Project web site ([acp.iu.edu](http://acp.iu.edu)) to determine your high school's corresponding IU campus.

If the application form is processed after the student has been billed for tuition, the student is responsible for paying the full tuition bill by its due date. Once the application form is processed, the student will receive a refund through the Office of the Bursar. Applications cannot be accepted after each semester/term deadline: October 30 for Fall, January 30 for Winter, March 30 for Spring, July 30 for Summer.

Additional information about the Advance College Project can be found at [acp.iu.edu](http://acp.iu.edu).

## Indiana University High School (IUHS) Tuition Waiver

IUHS is a virtual high school that provides individual courses as well as a fully accredited high school diploma through distance learning. IUHS is accredited through the North Central Association and accepted for college admission by Indiana University and Big Ten schools, as well as many other universities nationally.

IUHS can be used by adults as an alternative to a GED education, by parents home schooling their children, as a supplement to regular high school programs, and by faculty or staff who wish their children to complete a domestic high school degree while overseas.

In the case of the IUHS the benefit is a waiver of a portion of high school course tuition. This provision includes a 25% waiver of tuition for high school courses.

The IUHS tuition waiver has a different application form than the regular IU courses. The form is available online in PDF format. The IUHS application must be processed before registering for high school classes.

For more information or to apply for the IUHS Tuition Waiver go to [hr.iu.edu/benefits/IUHS\\_plan.html](http://hr.iu.edu/benefits/IUHS_plan.html).

## Benefit Taxation

IRS Section 117 regulations allow for preferential tax treatment of the IU Tuition Benefit for undergraduate-level courses. Undergraduate subsidy amounts are excluded from the employee's taxable income. IRS Section 127 (as described in the IU Section 127 Plan document) allows the preferential tax treatment of up to \$5,250 annually for employee subsidies paid toward graduate level tuition, but only for those described in the Eligible Employees and Retirees section of this booklet. Graduate level tuition subsidies for courses taken by a spouse are treated as taxable income to the associated employee or Retiree, as well as subsidies for graduate-level tuition for an employee above the \$5,250 IRS annual limit.

In accordance with IRS regulations, applicable taxes will be withheld from the employee's pay at the employee's normal rate for income and FICA taxes. The employee's pay notice will include reference to the amount of Tuition Benefit included as taxable income.

For tax purposes, it does not matter whether the employee or spouse received the graduate-level tuition subsidy, the IU Tuition Benefit is an employee/retiree benefit. Therefore, the employee or retiree is responsible for applicable taxes. Such taxes will be deducted from the employee's pay, and in the case of a retiree, the value of the graduate-level Tuition Benefit will be given as taxable gross income. The Tuition Benefit for graduate-level courses will be added to the employee's taxable income beginning with the payroll cycle following the end of the full refund period for dropping courses. A letter reflecting the amount of additional income and the payroll periods affected will be sent from the FMS Payroll department.

## Appeals

Applicants who feel they have been unjustly denied the benefits of the benefit may present a written appeal to IU Human Resources.

## Plan Definitions

### Audit Hour

Class attendance without the benefit of receiving academic credit for the course attended.

### Bachelor's Degree

A 4-year degree conferred by an accredited college or university, sometimes called a Baccalaureate degree.

### Bona fide Business Expense

An education expense that qualifies as a pre-tax business expense under IRS regulations.

### Credit Hour

Unit of academic measurement that may or may not accumulate toward the attainment of an academic degree.

### Dependent Child

A child or stepchild of an eligible employee, former employee with IU Retiree Status, or deceased employee that meets the following criteria:

- age 23 or under; and
- unmarried; and
- meets the IRS support test requirements as a Qualifying Child of the employee or spouse

### Eligible Employee

A person who is a full-time appointed Academic or Staff employee (including Residents) of Indiana University.

### Eligible Retiree

A former employee who attained IU Retiree Status by way of age and length of service at the time of termination of employment.

### Employer

Indiana University

### Graduate-level Course

A course 500 level or above that may or may not count toward the attainment of a graduate degree.

### IUHS

IUHS is a virtual high school that provides individual courses as well as a fully accredited high school diploma. IUHS is accredited through the North Central Association and accepted for college admission by Indiana University and Big Ten schools, as well as many other universities nationally.







# Indiana University Notice of Privacy Practices

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

**Effective Date:** April 14, 2003

**Updated:** October 23, 2017

As the Plan Sponsor of employee health care plans, Indiana University is required by law to maintain the privacy and security of your individually identifiable health information. We protect the privacy of that information in accordance with federal and state privacy laws, as well as the university's policy. We are required to give you notice of our legal duties and privacy practices, and to follow the terms of this notice currently in effect.

This notice applies to all employees covered under an IU-sponsored health plan, but particularly those enrolled in IU self-funded plans.

## **How The Plan May Use and Disclose Protected Health Information about Members**

Protected Health Information (PHI) is health information that relates to an identified person's physical or mental health, provision of health care, or payment for provision of health care, whether past, present or future and regardless of the form or medium, that is received or created by the Plan in the course of providing benefits under these Plans.

The following categories describe different ways in which Indiana University uses and discloses health information. For each of the categories Indiana University has provided an explanation and an example of how the information is used. Not every use or disclosure in a category will be listed. However, all of the ways Indiana University is permitted to use and disclose information will fall within one of the categories

### **Treatment**

Health information may be reviewed to provide authorization of coverage for certain medical services or shared with providers involved in a member's treatment. For example, the Plan may obtain medical information from or give medical information to a hospital that asks the Plan for authorization of services on the member's behalf, or in conjunction with medical case management, disease management, or therapy management programs.

### **Payment**

Medical information may be used and disclosed to providers so that they may bill and receive payment for a member's treatment and services. For example, a member's provider may give a medical diagnosis and procedure description on a request for payment made to the Plan's claim administrator; and the claim administrator may request clinical notes to determine if the service is covered. Similarly, a physician may submit medical information to a Business Associate for purposes of administering wellness program financial incentives. Medical information may also be shared with other covered entities for business purposes, such as determining the Plan's share of payment when a member is covered under more than one health plan.

Explanations of Payments are also mailed to the address of record for the employee, the primary insured.

### **Health Care Operations**

Health information may be used or disclosed when needed to

administer the Plan. For example, Plan administration may include activities such as quality management, administration of wellness programs and incentives, to evaluate health care provider performance, underwriting, detection and investigation of fraud, data and information system management; and coordination of health care operations between health plan Business Associates. Genetic information will not be used or disclosed for health plan underwriting purposes.

Medical information may also be used to inform members about a health-related service or program, or to notify members about potential benefits. For example, we may work with other agencies or health care providers to offer programs such as complex or chronic condition management.

### **Individuals Involved in Your Care or Payment of Care**

Unless otherwise specified, the plan may communicate health information in connection with the treatment, payment, and health care operations to the employee and/or any enrolled individual who is responsible for either the payment or care of an individual covered under the plan. Also, when a member authorizes another party in writing to be involved in their care or payment of care, the Plan may share health information with that party. For example, when an employee signs an authorization allowing a close friend to make medical decisions on his or her behalf, the Plan may disclose medical information to that friend.

### **Legal Proceedings, Government Oversight, or Disputes**

Health information may be used or disclosed to an entity with health oversight responsibilities authorized by law, including HHS oversight of HIPAA compliance. For example, we may share information for monitoring of government programs or compliance with civil rights laws. Health information may also be disclosed in response to a subpoena, court or administrative order, or other lawful request by someone involved in a dispute or legal proceeding.

### **Research**

Health information may be used or shared for health research. Use of this information for research is subject to either a special approval process, or removal of information that may directly identify you.

## **Uses and Disclosures Requiring Your Written Authorization**

In all situations, other than the categories described above, we will ask for your written authorization before using or disclosing personal information about you. The Plan will not share member information for marketing purposes, including subsidized treatment communications, or the sale of member information without written permission. Members can also opt-out of fundraising communications with each solicitation. If you have given us an authorization, you may revoke it at any time. This revocation does not apply to any uses or disclosures already made in reliance on the authorization.

Mental health information, including psychological or psychiatric treatment records, and information relating to communicable diseases are subject to special protections under Indiana law. Release of such records or information requires written authorization or an appropriate court order.

## **Member Rights Regarding Protected Health Information**

### **Right to Inspect and Copy**

Members have the right to inspect and obtain a copy of the Protected Health Information maintained by the Plan including medical records and billing records

To inspect and copy PHI, members must submit in writing a request to the plan administrator. Requests to inspect and copy PHI may be denied under certain circumstances. If a member's request to inspect and copy has been denied written documentation stating the reason for the denial will be sent to the member.

### **Right to Amend**

Members have the right to request an amendment to PHI if they feel the medical information is incorrect for as long as the information is maintained.

To request an amendment, members must submit requests, along with a reason that supports the request, in writing to the plan administrator.

The Plan may deny a member's request for an amendment if it is not in writing or does not include a reason to support the request. Additionally, the Plan may deny a member's request to amend information that:

- Is not part of the information in which the member would be permitted to inspect or copy;
- Is not part of the information maintained by the Plan
- Is accurate and complete

### **Right to an Accounting of Disclosures**

Members have the right to an accounting of PHI disclosures during the six years prior to the date of a request.

To request an accounting of disclosures, members must submit requests in writing to the plan administrator. Requests may not include permitted PHI disclosures made to carry out treatment, payment or health care operations included in the six categories listed above. The member's written request must include a date or range of dates and may not include any dates before the April 14, 2003, compliance date.

### **Right to Request Restrictions**

Members have the right to request restrictions on certain uses and disclosures of Protected Health Information to carry out treatment, payment or health care operations. Members also have the right to request a limit on the information the Plan discloses to someone who is involved in the payment of your care; for example: a family member covered under the plan.

The Plan is not required to agree to your request. To request restrictions, members must submit requests in writing to the Plan. Requests must include the following: (1) information the member wants to limit; (2) whether the member wants to limit our use, disclosure or both; and (3) to whom the member wants the limit to apply, for example, disclosures to a spouse.

### **Right to Request Confidential Communications**

Members have the right to request that the Plan communicate with them about health information in a certain way or at a certain location. For example, asking that the Plan contact a member only at work.

To request confidential communications, members must submit requests in writing to the health plan administrator and must include where and how members wish to be contacted. The Plan will accommodate all reasonable requests.

### **Right to Receive Breach Notification**

If the Plan components or any of its Business Associates or the Business Associate's subcontractors experiences a breach of health information (as defined by HIPAA laws) that compromises the security or privacy of health information, members will be notified of the breach and any steps members should take to protect yourself from potential harm resulting from the breach.

### **Right to a Copy of This Notice**

Members have the right to a copy of this Notice by e-mail. Members also have the right to request a paper copy of this notice. To obtain a copy, please contact the Privacy Administrator or visit <http://hr.iu.edu/benefits/privacynotice.pdf>.

### **Changes Made to This Notice**

The Plan reserves the right to change this Notice. The Plan reserves the right to make the revised or changed notice effective for Protected Health Information the Plan already has about members as well as any information received in the future. The new notice will be available on our web site, upon request, or by mail.

### **Right to File a Complaint**

If a member believes that their privacy rights have been violated, they may file a complaint to the Privacy Administrator with Indiana University's Health Care Plans, see contact information below.

Members may file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to: 200 Independence Avenue S.W., Washington, D.C., 20201; calling 1-877-696-6775, or visiting <http://www.hhs.gov/ocr/privacy/hipaa/complaints/>.

Indiana University will not retaliate against any member for filing a complaint.

## **Contact Information**

Members may contact the health plan with any requests, questions or complaints. We will respond to all inquiries within 30 days after receiving a written request. The Plan will accommodate all reasonable requests.

Privacy Administrator  
Poplars E165  
400 E. Seventh Street  
Bloomington, Indiana 47405-3085  
812-856-1234  
[askHR@iu.edu](mailto:askHR@iu.edu)

## **Personal Representatives**

Members may exercise their rights through a personal representative. This person will be required to produce evidence of his/her authority to act on a member's behalf before they will be given access to PHI or allowed to take any action for a member. Proof of this authority may be one of the following forms:

- A power of attorney notarized by a notary public;
- A court order of appointment of the person as the conservator or guardian of the individual; or
- An individual who is the parent of a minor child.



## **IU HUMAN RESOURCES**

**400 East 7th Street, Poplars E165, Bloomington, IN 47405**

812-856-1234 | [hr.iu.edu](http://hr.iu.edu)

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