

A low-angle, black and white photograph of modern skyscrapers reaching towards a sky filled with large, dramatic clouds. The perspective creates a sense of height and scale. A solid red horizontal bar is positioned across the middle of the image, containing the text 'ADMINISTRATIVE INFORMATION' in white, uppercase letters.

## ADMINISTRATIVE INFORMATION



ll of the plans described in the previous sections of this handbook are sponsored and administered by Boston University. These plans were designed to provide you with an outstanding benefits package—one that is comprehensive and also responsive to the needs of all employees.

This section provides information regarding the administration of your benefits. It also explains your rights under the Employee Retirement Income Security Act of 1974 (ERISA).

## About the Plans

### Sponsor for the Plans

All of the plans described in this handbook are sponsored by the employer, Boston University, Boston, Massachusetts, which is also the Plan Administrator. Eligibility for the benefit plan described in this handbook applies to those University employees on the US payroll.

### Boston University's Employer Identification Number

For identification purposes, the Internal Revenue Service has assigned number 04-2103547 to Boston University. You will need to know this number if you write to a government agency about any of the plans.

### Types of Plans, Plan Numbers, and Plan Years

In addition to the University's Employer Identification Number, you need to know the following information:

- **Types of Plans** The plans described in this handbook are characterized by the federal government as either Defined Contribution Plans or Welfare Plans.

- **Plan Numbers** Boston University has assigned Plan Numbers to all of the plans.
- **Plan Years** The financial records of all plans are kept on a Plan Year basis. The Type of Plan, Plan Number, and Plan Year for each plan are listed on the following pages.

### Administrator for All Plans

The day-to-day administration of all plans is handled by Human Resources. However, if you have a question or a problem that cannot be resolved by Human Resources, you should contact the Plan Administrator.

The Plan Administrator for all plans can be reached by contacting:

Plan Administrator  
The Trustees of Boston University  
25 Buick Street  
Boston, MA 02215  
Phone: 617-353-4489

### Funding and Administration of All Plans

Boston University pays the entire cost of many of the benefit plans described in this handbook. In some cases you and the University share the cost. In others, you pay the entire cost.

Following is an explanation of how the plans are funded and who is responsible for paying benefits:

- **Defined Contribution Plans** Contributions to the Retirement Plan and the Supplemental Retirement and Savings Plan go to the following investment entities, which hold the plans' assets and are responsible for paying benefits from the participants' accounts. The addresses and telephone numbers of these offices are:

Fidelity Investments Tax-Exempt  
Services Company (Fidelity)  
82 Devonshire Street  
Boston, MA 02109  
Phone: 1-800-343-0860

Teachers Insurance and Annuity  
Association (TIAA)  
730 Third Avenue  
New York, NY 10017  
Phone: 1-800-842-2733



▪ **Welfare Plans** Contributions to the Health Plan are used by the following providers, who are responsible for processing claims for benefits. The addresses and telephone numbers of these processors are:

Blue Cross Blue Shield of  
Massachusetts  
101 Huntington Avenue  
Boston, MA 02199  
1-800-814-4371

OptumRx  
P.O. Box 509075  
San Diego, CA 92150-9075  
1-888-863-8578

You pay for your portion of the cost of your health plan coverage with before-tax dollars.

Contributions to the Dental Health Plan are used by the University for paying plan benefits. The address and telephone number of the Dental Health Plan are:

Blue Cross Blue Shield of  
Massachusetts  
101 Huntington Avenue  
Boston, MA 02199  
1-800-814-4371

Contributions to the Basic and Group Supplemental Life Insurance Plans as well as the Individual Disability Insurance Plan go to The Standard Insurance Company. Basic and Group Supplemental Life Insurance as well as the Individual Disability Insurance benefits are paid by The Standard through a contract it has with Boston University. The address and telephone number of The Standard administrative office are:

Standard Insurance Company  
1100 SW Sixth Avenue  
Portland, OR 97204  
1-888-937-4783

You pay for the cost of your Group Supplemental Life Insurance Coverage as well as the Individual Disability Insurance Benefit with after-tax dollars.

Contributions to the Travel Accident Insurance Plan and the Personal and Family Accident Insurance Plan go to The Hartford. Benefits are paid by The Hartford through a contract it has with Boston University. The address and telephone number of the company's administrative office are:

The Hartford  
Group Benefits  
P.O. Box 2999  
Hartford, CT 06104-2999  
1-888-747-8819

You pay for the cost of your Personal and Family Accident Insurance coverage with before-tax dollars.

Long-Term Disability Plan benefits are processed by Lincoln Financial Group through a contract it has with the University. The address and telephone number of Lincoln Financial Group are:

Lincoln Financial Group  
P.O. Box 1525  
Dover, NH 03821  
1-800-210-0268, ext. 58535

Dependent Care and Health Care Flexible Spending Account claims are processed by P&A Group through a contract it has with the University. The address and telephone number of P&A Group are:

P&A Group  
17 Court Street, Suite 500  
Buffalo, NY 14202-3204  
1-800-688-2611

Finally, Accidental Death Benefit, Severance Pay Plan, and Tuition Remission Program benefits are paid out of the general assets of Boston University.

#### **Agent of Legal Service**

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The agent for the service of legal process for all plans is:

University Counsel  
125 Bay State Road  
Boston, MA 02215

Legal process may be served on the Plan Administrator.

#### **Fraudulent Claims**

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Submission of a claim for benefits under any of the plans described in this handbook includes a representation that the claim is bona fide and, to the best knowledge of the employee, dependent, or other claimant, proper for payment. Submission of a fraudulent or knowingly false claim by an employee or an employee's dependent participating in a plan will be grounds for disciplinary action against the employee, including termination of participation by the employee and/or covered dependent(s) under the plan.

### **Claims for Benefits/Appealing a Denial of Claims for Benefits**

At the end of each benefit description contained in this handbook, there is a section that explains how to apply for benefits. When you apply for benefits, there are time periods within which you must receive a decision on your claim for benefits. If you or your beneficiary applies for benefits and either part or all of the request is denied, you have the right to appeal that decision, provided the appeal is made in accordance with the provisions of the plan and applicable laws (e.g., appeals must be filed within required time periods). Appeals are generally decided by the provider of the benefit involved, which is the insurance carrier, claims administrator, or vendor for most benefits, or the University or its Plan Administration Committee for some benefits.

#### **Appeals to Insurance Carriers/Claims Administrators/Other Vendors**

For the following plans, appeals regarding benefits or other issues affecting plan participants or other persons should be made directly to the applicable provider under the Plan:

- The Health Plan
- The Dental Health Plan
- The Basic and Group Supplemental Life Insurance Plan
- The Travel Accident and Personal and Family Accident Insurance Plan
- Flexible Spending Accounts
- The Long-Term Disability Plan
- Individual Disability Insurance Benefit Plan

Details of claims and appeal procedures may vary, but generally the following procedures apply:

- If a claim for benefits is either wholly or partially denied, you will be notified in writing. The notice will state the reasons why the claim was denied and the deadline for requesting review, which is different for different types of plans and/or claims.
- If you wish to appeal, you are entitled to review all documents pertaining to your claim free of charge and may also submit comments pertaining to your claim.
- Your appeal of the denial should be addressed to the applicable provider as directed in the denial of benefits notice.
- The applicable provider will decide the claims and appeals in the time and manner required by law.
- Unless a different time period applies, claims will be decided within 90 days (180 days if special circumstances apply) and appeals for denied claims must be filed within 60 days of denial. A decision must be made within 60 days (or 120 days if special circumstances are present and you are notified).
- There are different time periods for filing and appealing claims for the Health Plan, Dental Health Plan, and Long-Term Disability Plan. Please refer to the Benefits Handbook sections for these plans for the specific time periods.

#### **Claims and Appeals to the University**

For the following plans, appeals regarding benefits or other issues affecting plan participants or other

persons should be made to the University's Plan Administration Committee:

- Supplemental Death Benefit
- The Boston University Retirement Plan
- The Supplemental Retirement and Savings Plan
- The Flexible Benefits Program
- The Severance Pay Plan

For the Tuition Remission Plan, appeals regarding benefits or other issues affecting plan participants or other persons should be made to the Office of the Senior Vice President for Operations.

For claims and appeals to the University's Plan Administration Committee, the following procedures will apply:

- If a claim for benefits is either wholly or partially denied, you will be notified in writing within 90 days after receipt of your claim (180 days if special circumstances apply). The notice will state:
  - o the reasons why the claim was denied,
  - o the specific references in the plan document that support those reasons,
  - o the information you must provide to verify your claim and the reasons why that information is necessary,
  - o the Plan's review procedures, including your right to bring a civil action following an adverse benefit determination on review,
  - o and the deadline for requesting review.



- After receiving the notice, you or your beneficiaries may request, in writing, a review of your claim by the University's Plan Administration Committee or Office of the Senior Vice President for Operations, as applicable, by submitting an appeal to: Plan Administration Committee (or Office of the Senior Vice President for Operations), c/o Plan Administrator, Boston University Human Resources, 25 Buick Street, Boston, MA 02215.
- Your appeal of a denied claim must be submitted within 60 days after your claim has been denied. You (or your representative) may review Plan documents and submit issues and comments orally, in writing, or both.
- The Plan Administration Committee (or Office of the Senior Vice President for Operations) will conduct a full and fair review of your claim and appeal, and notify you of the final decision regarding your appeal within 60 days (120 days if special circumstances apply) after your request for review is received. The decision will be in writing and will include the specific reasons and the plan references on which the decision is based.

Appeals may be submitted to the following providers:

- ***The Health Plan***

Blue Cross Blue Shield  
Member Grievance Program  
Blue Cross Blue Shield of  
Massachusetts  
One Enterprise Drive  
Quincy, MA 02171-2126  
1-800-814-4371

OptumRx  
P.O. Box 509075  
San Diego, CA 92150-9075  
1-888-863-8578

- ***The Dental Plan***

Blue Cross Blue Shield  
Member Grievance Program  
Blue Cross Blue Shield of  
Massachusetts  
One Enterprise Drive  
Quincy, MA 02171-2126  
1-800-814-4371

- ***The Group Life Insurance Plan, the Group Supplemental Life Insurance Plan, and the Individual Disability Insurance Benefit Plan***

Standard Insurance Company  
1100 SW Sixth Avenue  
Portland, OR 97204  
1-888-937-4783

- ***Travel Accident Insurance Plan and the Personal and Family Accident Insurance Plans***

The Hartford  
Group Benefits  
P.O. Box 2999  
Hartford, CT 06104-2999  
1-888-747-8819

- ***The Long-Term Disability Plan***

Lincoln Financial Group  
P.O. Box 1525  
Dover, NH 03821  
1-800-210-0268, ext. 58535

### **Documents and Laws Governing All Plans**

The plan descriptions contained in this handbook were written from the documents that legally govern how the plans work.

In the event of any discrepancy between the plan descriptions in this handbook and the controlling contracts or plan documents, the language in the controlling contracts or plan documents will govern. If you

would like a copy of any of these documents, please contact Human Resources.

The plans are also regulated by applicable provisions of applicable laws, which will govern in the event of any conflict between the law and the terms of the plans as described in either the documents or in the summary plan description.

### **Equal Opportunity/Affirmative Action Policy**

Since its founding in 1869, Boston University has been dedicated to equal opportunity and has opened its doors to students without regard to race, sex, creed, or other irrelevant criteria. Consistent with this tradition, it is the policy of Boston University to promote equal opportunity in educational programs and employment through practices designed to extend opportunities to all individuals on the basis of individual merit and qualifications, and to help ensure the full realization of equal opportunity for students, employees, and applicants for admission and employment. The University is committed to maintaining an environment that is welcoming and respectful to all.

Boston University prohibits discrimination against any individual on the basis of race, color, religion, sex, age, national origin, physical or mental disability, sexual orientation, genetic information, military service, or because of marital, parental, or veteran status. This policy extends to all rights, privileges, programs, and activities, including admissions, financial assistance, educational and athletic programs, housing, employment, compensation, employee benefits, and the providing of, or access to, University services or facilities. Boston University recognizes that

non-discrimination does not ensure that equal opportunity is a reality. Accordingly, the University will continue to take affirmative action to achieve equal opportunity through recruitment, outreach, and internal reviews of policies and practices.

The coordination and implementation of this policy is the responsibility of the Director of Equal Opportunity. The officers of the University and all deans, directors, department heads, and managers are responsible for the proper implementation of equal opportunity and affirmative action in their respective areas, and they are expected to exercise leadership toward their achievement. It is expected that every employee of Boston University will share this commitment and cooperate fully in helping the University meet its equal opportunity and affirmative action objectives.

Boston University has developed detailed procedures, described in its *Complaint Procedures in Cases of Alleged Unlawful Discrimination or Harassment* ([www.bu.edu/eoo/policies-procedures/complaint](http://www.bu.edu/eoo/policies-procedures/complaint)), by which individuals may bring forward concerns or complaints of discrimination and harassment. Retaliation against any individual who brings forward such a complaint or who cooperates or assists with an investigation of such a complaint is both unlawful and strictly prohibited by Boston University.

Inquiries regarding this policy or its application should be addressed to the Director of Equal Opportunity, Equal Opportunity Office, 19 Deerfield Street, Boston, MA 02215, or call 617-353-9286.

### **Amendment or Termination of the Plans**

Boston University intends to continue maintaining the plans described in this handbook for the exclusive benefit of its employees.

However, the University reserves the right to change or discontinue any of them, and to implement changes as required by federal, state, or local laws.

You will be informed of any material changes that are made to the plans. If a plan is terminated, your rights, on the date of the termination, would be governed by the provisions of the plan document.

### **Your Rights Under ERISA**

The following Boston University benefit plans are subject to the provisions of the Employee Retirement Income Security Act of 1974 (ERISA):

- Health Plan
- Dental Health Plan
- Long-Term Disability Plan
- Individual Disability Insurance Benefit Plan
- Basic Life Insurance Plan
- Group Supplemental Life Insurance Plan
- Travel Accident Insurance Plan
- Personal and Family Accident Insurance Plan
- Supplemental Death Benefit
- Retirement Plan
- Supplemental Retirement and Savings Plan
- Flexible Benefits Program
- Severance Pay Plan

ERISA provides the participants in these plans with certain rights and protections. The following statement is included here so that you will be aware of your rights under the law.

Under ERISA:

- You may examine, without charge, at Human Resources and at other specified locations, during normal business hours, all plan documents relating to the plans in which you participate. The documents that must be available for your review include insurance contracts, plan and trust documents, collective bargaining agreements, and all documents filed with the U.S. Department of Labor and available at the Public Disclosure Room of the Employee Benefits Security Administration, for example, detailed annual reports.
- If you wish, you may request your own copies of these plan documents by writing to Human Resources. Where permitted by law, you may have to pay a reasonable charge to cover the costs of copying.
- You will receive summaries of the plans' annual financial reports each year, free of charge. The administrator for the plans is required by law to furnish each participant with a copy of these summary annual reports.
- You may request a statement of your vested benefits under the Boston University Retirement Plan and the Supplemental Retirement and Savings Plan. This statement will be given to you free of charge and may be requested once each year.
- You have a right to receive a copy of any material change to a plan within 210 days of the plan year in which the change is adopted, unless earlier notice is required by law.



### **Continue Health and Dental Coverage**

You may continue health care or dental care coverage for yourself, your spouse, or your dependents if there is a loss of coverage under the Health Plan or Dental Health Plan as a result of a qualifying event. You or your dependents will have to pay for such coverage. Review the applicable section of this handbook and the documents governing the Health Plan and Dental Health Plan on the rules governing your COBRA continuation coverage rights.

You may reduce or eliminate exclusionary periods of coverage for pre-existing conditions under the Health Plan, if you have creditable coverage from another plan. You should be provided a certificate of creditable coverage, free of charge, from your group health plan or health insurance issuer when you lose coverage under the Health Plan, when you become entitled to elect COBRA continuation coverage, when your COBRA continuation coverage ceases, if you request it before losing coverage, or if you request it up to 24 months after losing coverage. Without evidence of creditable coverage, you may be subject to a pre-existing condition exclusion for 12 months (18 months for late enrollees) after your enrollment date in your coverage.

### **Plan Fiduciaries**

Besides giving you certain rights as a participant, ERISA places certain duties upon the people who are responsible for the management of the above-mentioned plans. These people are called “fiduciaries” under the law, and they have the duty to act prudently and in your best interests.

Under ERISA, no one may fire you or discriminate against you to prevent you from obtaining a plan benefit or exercising your rights under ERISA.

### **Enforcing Your Rights**

If your claim for a benefit is denied, in whole or in part, you must receive a written explanation of the reason for the denial. You have a right to obtain copies, without charge, of documents relating to the decision, and to appeal any denial all within certain time schedules.

Under ERISA, there are steps you can take to enforce your rights. For instance, if you request materials from the plan and do not receive them within 30 days, you may file suit in a federal court. In such case, the court may require the Plan Administrator to provide the materials and pay you up to \$110 for each day’s delay until you receive the materials, unless the materials were not sent for reasons beyond the administrator’s control. If you have a claim for benefits that is denied or ignored, in whole or in part, you may file suit in a state or federal court. In addition, if you disagree with a plan’s decision or lack thereof concerning the qualified status of a domestic relations order or medical child support order, you may file suit in federal court. If it should happen that plan fiduciaries misuse plan money, or if you are discriminated against for asserting your rights, you may seek assistance from the U.S. Department of Labor or file suit in a federal court.

In a lawsuit, the court normally decides who pays the court costs and legal fees. If you are successful, the other party might have to pay. But, if you lose, the court might order you to pay these costs and fees, especially if the court finds your claim to be frivolous.

### **Assistance with Questions**

If you have any questions about this statement of your rights under ERISA, contact Human Resources. If you have any questions about

this statement or about your rights under ERISA, or if you need assistance in obtaining documents from the Plan Administrator, you should contact the nearest area office of the Employee Benefits Security Administration, U.S. Department of Labor, listed in your telephone directory, or the Division of Technical Assistance and Inquiries, Employee Benefits Security Administration, U.S. Department of Labor, 200 Constitution Avenue, NW, Washington, DC 20210. You may also obtain certain publications about your rights and responsibilities under ERISA by calling the publications hotline of the Employee Benefits Security Administration.

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### **A Final Note**

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This handbook presents a summary of Boston University’s benefits for faculty and staff. It is designed as a quick reference source and is not intended to cover every point of policy. In certain instances, the University may exercise discretion, with respect to the administration of the plans described in this handbook. For more in-depth information, contact Human Resources.

Periodically, the University may make changes in policy that may not be reflected immediately in this handbook.

Again, for complete and up-to-date information about any policy or benefit, you should contact Human Resources.

**Please note:** The policies described in this handbook are not intended to create an employment contract between Boston University and its employees. Therefore, they do not alter the University’s rights regarding discharges and layoffs.

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