

Indiana University

College of Arts and Sciences

Department of History and Philosophy of
Science and Medicine

Department Handbook

Fall 2018

The purpose of this handbook is to be used as a reference guide and does not include all of Indiana University Policies and procedures. This should be used solely as a quick start reference guide. Your full guide to university-wide policies can be found at <https://policies.iu.edu/>. IBU Academic Policies at <http://vpfaa.indiana.edu/policies/bloomington/index.shtml> Professional, Support and Service Staff <http://www.iu.edu/~uhrs/pubs/books/staff-handbook.pdf>. This is not intended to be all-inclusive nor a promise or contract.

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Who's Who

Faculty	Email	Research Area
Domenico Bertoloni Meli	dbmeli@indiana.edu	Math, Medicine
James Capshew, University Historian	jcapshew@indiana.edu	Psychology, American Science and Learning
Jordi Cat	jcat@indiana.edu	Physics, Unity of Science, History of Philosophy of Science, Visual and Material Culture and Cognition, Application of Mathematics
Sander Gliboff	sgliboff@indiana.edu	History of Biology; Science in modern Germany and Austria; Heredity and Evolution
Amit Hagar, Department Chair and Director of Undergraduate Studies	hagara@indiana.edu	Modern Physics, Biophysical Modeling of Cancer, Exercise Oncology and Methodological Issues in Biomedical Research
Elisabeth Lloyd	ealloyd@indiana.edu	Biology, Models
William Newman	wnewman@indiana.edu	Chemistry, Alchemy, Medieval and Early Modern Natural Philosophy
Oswaldo Pesseo	TBD	Physics, Neuroscience
Leah Savion	lsavion@indiana.edu	Mathematical Logic, Cognitive Science, Cognitive Traps in Law, Business, and Medicine
Jutta Schickore, Director of Graduate Studies	jschicko@indiana.edu	Life Sciences, Scientific Practice, History of Philosophy of Science

HPSC Department Staff

Staff	Email
Adriana Romero, Department and Budget Manager, Scheduling Officer, Graduate Services	adromero@indiana.edu

Affirmative Action and Equal Employment Opportunity

Indiana University has long been committed to providing equal opportunity to its academic and work settings and ensuring its campuses are free of discrimination and harassment. The university believes a rich diversity of people and points of view enhances the quality of the education and work experience at Indiana University.

IU established the Office of Affirmative Action to provide leadership for the university's commitment and efforts to promote institutional equity and a diverse university community.

Our office provides counseling, advice, and information to university administrators, deans, department heads, faculty, staff, and students in their efforts to create a diverse and inclusive learning and work environment free of discrimination and harassment.

Although the Office of Affirmative Action has been charged with ensuring the university's compliance to federal, state, and local affirmative action and equal opportunity laws, providing affirmative action and equal opportunity is the shared responsibility of the entire IU community. This integrated approach to equal opportunity and diversity means that all students, faculty, staff, and visitors should find hospitable and equitable treatment in every program and facility on every campus at Indiana University.

For more information, please contact:

Office of Affirmative Action
400 E. Seventh Street
Poplars 825
Bloomington, IN 47405-3085
E-mail: affirm@indiana.edu
Phone: (812) 855-7559

Indiana University pledges itself to continue its commitment to the achievement of equal opportunity within the University and throughout American society as a whole. In this regard, Indiana University will recruit, hire, promote, educate, and provide services to persons based upon their individual qualifications. Indiana University prohibits discrimination based on arbitrary considerations of such characteristics as age, color, disability, ethnicity, sex, gender identity, marital status, national origin, race, religion, sexual orientation, or veteran status.

As required by Title IX of the Education Amendments of 1972, Indiana University does not discriminate on the basis of sex in its educational programs and activities, including employment and admission. Questions specific to Title IX may be referred to the Office for Civil Rights or the University Title IX Coordinator.

Indiana University shall take affirmative action, positive and extraordinary, to overcome the discriminatory effects of traditional policies and procedures with regard to the disabled, minorities, women, and veterans. <https://policies.iu.edu/policies/ua-01-equal-opportunity-affirmative-action/index.html>

Americans with Disabilities Act (ADA) Rights

Indiana University offers numerous resources to IU employees, students and visitors who may need additional assistance while attending, visiting and/or working for the University. Indiana University is committed to maintaining an inclusive and accessible environment across all of its campuses and eliminating discrimination against people with disabilities. Ensuring that all University community members have access to facilities, information, as well as information technology associated with administration and services, coursework and instruction, programs, and University-sponsored activities is among the highest priorities. This site is designed to serve as a resource to connect services, people, and information to overcome disability barriers. IU's ADA Coordinator is Julie Knost, University Director of Affirmative Action & Equal Opportunity, and can be contacted at affirm@indiana.edu or (812) 855-7559. The ADA Coordinator is responsible for coordinating the efforts of the University to comply with the Americans with Disabilities Act (ADA) and investigating any complaints regarding the ADA.

Non-Discrimination/Equal Opportunity/Affirmative Action

Indiana University pledges itself to continue its commitment to the achievement of equal opportunity within the University and throughout American society as a whole. In this regard, Indiana University will recruit, hire, promote, educate, and provide services to persons based upon their individual qualifications. Indiana University prohibits discrimination based on arbitrary considerations of such characteristics as age, color, disability, ethnicity, sex, gender identity, marital status, national origin, race, religion, sexual orientation, or veteran status. ADA Resources <http://www.iub.edu/~affirm/ada.shtml>

Policy against Sexual Harassment

Indiana University prohibits discrimination on the basis of sex or gender in its educational programs and activities. Discrimination on the basis of sex or gender is also prohibited by federal laws, including Title VII and Title IX. This policy governs the University's response to discrimination based on sex or gender, and all forms of sexual misconduct (which includes sexual harassment, sexual assault, other forms of sexual violence, dating violence, domestic violence, sexual exploitation and stalking (see [Definitions below](#)). Such behaviors are against the law and are unacceptable behaviors under Indiana University policy. (See the [Indiana University Non-Discrimination Policy here](#).) These unacceptable behaviors are hereafter referred to as "Sexual Misconduct." The University does not tolerate sexual misconduct and it will take action to prevent and address such misconduct. The University has jurisdiction over all Title IX and related complaints. Questions about Title IX may be directed to Indiana University's Title IX Coordinator, or the Office of Civil Rights (See [Additional Contacts below](#)).

Individuals who have experienced sexual misconduct are strongly urged to promptly report such incidents. Indiana University will respond promptly to all reports of sexual misconduct. According to the procedures below, the University will provide a fair and impartial investigation and resolution for complaints and, where appropriate, issue sanctions and remedial measures. The severity of the corrective action, up to and including termination or expulsion of the offender, will depend on the circumstances of the particular case. Any person who is a responsible employee (as defined below), at the University, such as administrators, supervisors, managers or faculty members, and who has received information or has knowledge of sexual misconduct, must make a report to designated University officials or be subject to disciplinary action (see [section on Responsible Employees below](#)). Retaliation against anyone who makes a report of sexual misconduct is prohibited by University policy as well as Title IX and other state and federal laws.

Procedures for reporting incidents of sexual misconduct, and investigating and adjudicating sexual misconduct complaints are part of this policy and are included or linked below. In appropriate cases, and upon consultation with the Vice President and General Counsel, the University reserves the right to take prompt action in accordance with other university procedures. <https://policies.iu.edu/policies/ua-03-sexual-misconduct/index.html>

Communications Use and Responsibilities

The university reserves the right to send official communications to students by email with the full expectation that students will receive email and read these messages in a timely fashion. Official university email accounts are available for all registered students. Official university communications will be sent to students' official university email addresses. For the official email addresses for all Indiana University campuses, see [Your IU email address](#).

The [University Information Policy Office](#) (UIPO) maintains a number of policies regarding the use and misuse of Indiana University's computing resources; see [Protect IU: Policies](#).

This document addresses a number of behaviors that will almost certainly get you in trouble. Email is a great convenience, but that convenience can be abused. Use common sense and good manners when sending email, and it will serve you well as a useful tool for communication. For instructions on reporting mail that falls into any of the categories below, see [If you receive spam](#).

On this page:

- [Harassment](#)
- [Mass mailings and junk email](#)
- [Chain mail](#)
- [Fraud and misrepresentation](#)
- [Spoofing](#)
- [Mailing the president](#)

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DEPARTMENT OF HISTORY AND PHILOSOPHY OF SCIENCE AND MEDICINE

INDIANA UNIVERSITY
COLLEGE OF ARTS AND SCIENCES
BLOOMINGTON

DEPARTMENT ROOM POLICY

HPSC Computer Lab -MO308 HPSC Library/Seminar Room - MO228

PERSONNEL

- The Library/Seminar and Computer Lab is managed by Adriana Romero. All new books for the HPSC will be added to the Library upon arrival.
- The HPSC Library/Seminar Room calendar is managed by Adriana Romero. The room is in use M-W at various times of the day for HPSC graduate courses where there will be no access during those times to the Library. Please work with Adriana Romero should you need to schedule a meeting and to check out the key for the Library/Seminar Room.

ACCESS

- Access to the HPSC Computer Lab, Library and Seminar room is limited to members of the HPSC Department (faculty, graduate students and associates).
- The doors must remain locked unless the room is occupied.

FOOD and DRINKS:

- Please clean up all food and drink items. Place them in a trash bin outside the room.
- The tables are to be cleared of books after use. HPSC Library books should be properly re-shelved after use.
- The computers and printers are not to be used in any way that diminishes capabilities either by unnecessary use of memory space or exposure to viruses, etc. and in compliance with IU Policy. The computer desktop should be cleared of all personal files and downloads and other clutter. Printing is limited to HPSC policy. Please refer to HPSC Document Processing Instructions. The scanner is not to be removed from the lab.

USE OF BOOK COLLECTION

- The HPSC Library is a consultation library. No books will be borrowed. Books will be removed from the Reading Room only briefly for the purpose of copying inside the building.

Do

Leave all books and other items belonging in the Library as you found them.

Please make sure the door is locked after you leave

Print only things you need

Report any issues to or adromero@indiana.edu so we may address them promptly and efficiently

Dispose of any drink or food in an outside bin

Don't

Leave food behind or books out and not placed back in the book case

Leave behind your personal belongs

Take out any items belonging to the Library

Leave the door unlocked and light on when the rooms are not in use

Departmental Processing and Resources for Students and Faculty

HPSC Staff

Adriana Romero is the HPSC Department and Budget Manager, Scheduling Officer and assists with Graduate services. She is available M-F 8:00am-4:00pm. She is available to assist with budget and financial analysis and research account questions, purchasing needs, enrollment and academic scheduling, events, website updates, human resource issues, travel and purchasing policy. She will assist with all event management and coordination. She is the assistant to the Chair for HPSC, supervisor and payroll processor for staff, hourly support, and temporary staff. Adriana will also assist with requesting copies for course-related materials, exam, etc. mail, processing graduate admission applications and electronic documents for Advanced Degrees and Commencement, maintenance and verification of academic records for graduate and undergraduate students, along with tracking students' academic progress and deficiencies.

Like all departments throughout IU, our Department absolutely depends on its administrative staff. They can be the best resource personally and professionally for your needs while in HPSC and can assist you or direct you with your graduate coursework, student questions, as well as all IU and HPSC processes. Over the last several months Adriana has worked hard to revamp and update student records, organize files, and create HPSC processes to comply with IU policy. It is the Departments Managers request that any tasks such as copy jobs, student records requests, etc., have requests sent with enough time to be filled. Should you have a need that needs immediate attention, please work with Adriana Romero for immediate assistance. Due note copy jobs for courses are filled through IU printing and required a 3-4 day lead before needing the final copies. It's important to request your copy jobs with enough time for our office to not have to drop everything due to last minute printing requests. Should last minute request come through, there will be a possibility it will not be complete on time for your class. We will make every effort to attempt to get your order in, but you will need to seek alternative printing options. The Department Printer is never to be used for printing class handout/materials, exams, nor copy jobs that will use 30 sheets per job. Our office is very limited in funds each budget year and seems to decrease each year. It is our hope that we stretch our budget out for other Department needs rather than purchasing paper and ink at \$200-\$300 per ink cartridge color. Document Services should be used for those types of large jobs.

Purchasing

IU Policy requires all purchases be purchased through IU's Contracted vendors. Few exceptions are made. We must seek approval before a purchase when using IU funds or if you will be requesting a reimbursement should you buy the item out of pocket and intend on seeking reimbursement. If approval is not provided prior to the purchase, you risk a reimbursement being disapproved. **Please work with Adriana Romero for your purchasing needs to include research materials, supplies, contracts, vendor payments, etc.** <http://www.indiana.edu/~purchase/purchase/index.php>

Out of pocket reimbursement

If purchasing items at Sam's Club, please note tax will be charged and your reimbursement for the taxes will not be reimbursed to you. They don't honor IU's sales tax exemption. When purchasing Items at Kroger or any other grocery store, please do not use your points card when purchasing items on behalf of IU. If you purchase items for a student event, the tax will not be reimbursed whether for faculty, staff, or a student since student events fit within the mission of IU, tax is not allowed to be charged. Please provide the vendor the tax-exempt form so you are not charged tax.

Travel

Please work with Adriana Romero for travel guidelines, processes, and reimbursements. The link below to the IU Travel website should be reviewed if you will be traveling. IU travel offers assistance for rental cars, shuttles, and hotels. **Please note IU Policy below.** A prior approval Travel Authorizations is required

for **travel that is out-of-state** on official University business and should be obtained by submitting an approved department authorization form at the departmental level for each trip taken outside the state of Indiana. The traveler completes a department authorization form and gets appropriate signatures from Fiscal Officers. Departments will issue department request numbers and will monitor travel authorizations at the department level. Travelers (employee and non-employee) will have **60 days from the return date** of their trip in which to submit travel reimbursement claims. Reimbursements submitted after this 60 day period will require written justification with travel receipts. After 120 days from the return date of the trip, there will be no reimbursement. As with all travel reimbursements, Indiana University Foundation funds may not be used to directly pay for travel reimbursements.

Announcements and Website

Please send your announcement and updates to the website to adromero@indiana.edu. If you need to update your profile, we are happy to make those changes for you. <http://www.indiana.edu/~hpscdept/>

Classroom and Office supplies/copies

All copy request should be sent to Adriana Romero. Please format your attachment as a pdf. file and allow 3-4 days for Document services to deliver your copies. Copies of course related work should not be made on the department printer. **PLEASE AVOID MAKING COPIES FOR YOUR COURSE HANDOUTS, EXAMS, ETC. ON THE HPSC PRINTERS.**

Budget Balances and Student Travel Awards

If you need your research budget balances, please let Adriana Romero know. I am happy to send you a detailed report as needed. Student who have travel awards, please see me when you are ready to use those funds. Please note these will be transferred into your bursar account. If you have any outstanding fees on your bursar account, the bursar will apply these funds to those fees to be paid first. Please be sure your bursar account is in good standing before requesting use of your travel award.

HPSC Fall and Spring 2018 Colloquium Series

Please note your calendars with the Colloquium Series. Please note the two rooms being used this year are Rawles Hall Room 100 and Wylie Hall 005. <http://www.indiana.edu/~hpscdept/news/colloquium.php> Announcement reminder for each event will be sent out on a weekly basis. If you have a specific department you would like to have our announcements go to, please send that information to Adriana.

Keys and Office Location

You will need to stop in and see Adriana Romero to check out a key for the Computer lab, an office space, and the library/seminar room.

Mailbox

You will be assigned a mailbox. Mail is typically delivered and picked up in the afternoon..

Computer Labs Rules and Regulations

Computer lab and library should be locked after use. Please be sure you lock after use. Do not use the computer lab/library printers for print jobs over 30 pages. Please see Dana Koglin to request to make copies over 30 through IU Document Services. Should paper and ink be consumed quicker than normal, use of the printers may be restricted and monitored. Please clean up after yourself in your office space, computer lab, and library after use.

IU CrimsonCard

CrimsonCard is the official photo ID card for all Indiana University campuses, available to IU students, faculty, and staff. It provides access to a variety of essential services and features including: Secure entry to buildings and residence halls, Printing services, University libraries, Dining points and meal plan swipes, Sports and recreation facilities, Payment at participating retailers. New student will get more details on obtaining your card at orientation.

New Employees Checklist – <https://fms.iu.edu/payroll/general-staff/>

Direct deposit is required by the university. As a new employee or an IU employee in a new job, there are many electronic, self-service tools available to you in the **Employee Center** in One.IU.

Kuali Time- Users, Approvers, Payroll Processors and Department Administrators

Timesheet Instructions for Temporary (Time clock), Supervisor (PAO & Bi-Weekly), and Creating a delegate. [Bi-Weekly and Monthly Pay Dates https://fms.iu.edu/payroll/pay-dates/](https://fms.iu.edu/payroll/pay-dates/)

2018 Holidays

Holiday	Date
New Year's Day	Monday, January 1
Martin Luther King Jr. Day	Monday, January 15
Campus Holiday	Accrues on March 1 of each year. The Campus Holiday is either a "floating" holiday or a day designated by the president of the university or the chancellor of the campus. On campuses that treat the holiday as a floating holiday, Campus Holiday is available to use on or after March 1.
Memorial Day	Monday, May 28
Independence Day	Wednesday, July 4
Labor Day	Monday, September 3
Thanksgiving Day	Thursday, November 22
Friday after Thanksgiving	Friday, November 23
Christmas Day	Tuesday, December

Official Academic Calendar Fall 2018**Full Term (16 weeks)**

Begins Mon, Aug 20
 Labor Day Mon, Sept 3
 Fall Break Oct 5 - Oct 7
 Auto W Sun, Oct 21
 Thanksgiving Nov 18 - Nov 25
 Final Exams Dec 10 - Dec 14

Ends Fri, Dec

1st 8 Week

Begins Mon, Aug 20 1

Labor Day Mon, Sept 3

Auto W Sun, Sept 23

Final Exams Last day of class

Ends Fri, Oct 12

2nd 8 Week

Begins Mon, Oct 15

Auto W Sun, Nov 18

Thanksgiving Nov 18 - Nov 25

Final Exams Dec 10 - Dec 14

Ends Fri, Dec 14

Office of the Registrar: [Enrollment and Student Academic Information Bulletin](#)

Graduate Students

College of Arts and Sciences

Code of Student Rights, Responsibilities, & Conduct

Indiana University recognizes its responsibility to support and uphold the basic freedoms and citizenship rights of all students. Within that context, students have the following rights:

1. Rights in the Pursuit of Education
2. Right to Freedom from Discrimination
3. Right to Freedom from Harassment
4. Right to Access Records and Facilities
5. Right to Freedom of Association, Expression, Advocacy, and Publication
6. Right to Contribute to University Governance

7. Right to Accommodation for Individuals with Disabilities
8. Rights of Student in the Judicial Process
9. Rights of Students as University Employees
 - A. Rights in the Pursuit of Education
 - B. Right to Freedom from

All details can be found at <http://studentcode.iu.edu/>

Just as students have rights, they also have responsibilities. Indiana University recognizes its responsibility to support and uphold the basic freedoms and citizenship rights of all students, and it expects students to be responsible for the following:

1. Uphold and follow all codes of conduct, including this Code, relevant codes and bulletins of respective schools, professional programs or professional societies, and all rules applicable to conduct in class environments or university-sponsored activities, including off-campus clinical, field, internships, or in-service experiences.
2. Obey all applicable university policies and procedures and all local, state, and federal laws.
3. Facilitate the learning environment and the process of learning, including attending class regularly, completing class assignments, and coming to class prepared.
4. Plan a program of study appropriate to the student's educational goals. This may include selecting a major field of study, choosing an appropriate degree program within the discipline, planning class schedules, and meeting the requirements for the degree.
5. Use university property and facilities in support of their education while being mindful of the rights of others to use university property and facilities.
6. Maintain and regularly monitor their university accounts including e-mail and bursar accounts.
7. Uphold and maintain academic and professional honesty and integrity.
Be responsible for their behavior, and respect the rights and dignity of others both within and outside of the university community.

In addition to these on-campus responsibilities, the university may discipline a student for acts of personal misconduct or criminal **acts that are not committed on university property**.

Understanding academic procedures in the College

Please visit the College website for in-depth procedures for the following:

<https://college.indiana.edu/student-portal/graduate-students/academic-procedures/index.html>

Application for transfer of department

Application to change from a single to a double major for the Ph.D.

Appointment of advisory committee

Change of advisory committee

Grade changes, including removal of incomplete or deferred grades

Registration and schedule adjustment (current and past terms)
Request for simultaneous degrees
Request for status change (e.g., M.A. to Ph.D.)
Request for transfer of graduate credit
Request to substitute English for a foreign language

Graduate Student Financial Support

Most doctoral students in the College of Arts and Sciences receive financial support in the form of student academic appointments, fellowships, fee remissions, or other awards. Many master's students receive partial support as well. When you apply for admission to a graduate program in the College, you are automatically considered for student academic appointments and fellowships in the department or program in which you will pursue your degree. All support is contingent on you continuing to make adequate progress toward your degree. Stipends or wages earned for employment or as part of fellowships may be taxable. We encourage you to check with the [Internal Revenue Service](#) for details. Please visit <https://college.indiana.edu/student-portal/graduate-students/financial-support/index.html> for additional details. The College of Arts and Sciences student portal will also provide you with procedures for transferring graduate credits, Appeal and Complaints, , Advising support Leaves of Absence and more. As always, please feel free to reach out to the HPSC office for assistance.

Available awards through the College of Arts and Sciences. Please visit the College's website for specific deadlines and requirements.

Dissertation Completion fellowship
Dissertation Research Fellowship
Graduate Student Travel Awards
McCormick Science Grants
Matias L Ochoada Fellowship
Mikal Lynn Sousa Award
Alexander M Doty Graduate Fellowship

Other fellowships and awards are available to graduate students from IU and from external sources. The University Graduate School maintains a list of IU and external fellowships and awards on its website. <https://graduate.indiana.edu/admissions/financial-support/fellowships-awards/index.html>

Helpful Links:

Office of the Vice Provost for Faculty and Academic Affairs

<http://vpfaa.indiana.edu/about/index.shtml>

Several policy collections govern faculty life and academic affairs at IU Bloomington.

<http://vpfaa.indiana.edu/policies/handbooks-guides.shtml>

History and Philosophy of Science and Medicine website

<http://www.indiana.edu/~hpscdept/>

HPSC Colloquium

<http://www.indiana.edu/~hpscdept/news/colloquium.php>

A schedule for the HPSC 2018 Colloquium can be obtained here. Please check this website for the latest update to the guest speaker, abstract, and possible room changes. This schedule is monitored and updated regularly.

Guide to Graduate Studies

<http://www.indiana.edu/~hpscdept/graduate/guide.shtml>

Office of International Studies

<https://ois.iu.edu/index.html>

Crimson Card

<https://crimsoncard.iu.edu/about/getting.html>

New students will receive their CrimsonCard during student orientation. Prior to orientation, detailed instructions about **submitting your photo online** will be sent to your University email. Students will be required to present a valid, government-issued photo ID as well as their 10-digit University ID number when claiming their CrimsonCard at orientation

Find your Way around IU

<https://www.indiana.edu/about/map.html>

College of Arts & Sciences Graduate office

<https://college.indiana.edu/student-portal/graduate-students/index.html> Here you will find information and important resources or all questions related to your graduate education. The College Office oversees a range of Matters, Including Academic procedures, Advising and career support, Financial Support and much more! You are encouraged to review the information in the student portal and work with your program's graduate staff to address any questions or concerns you might have. If you need further assistance, the Graduate Office staff is available to help.

The University Graduate School

If you are seeking funding, or completing your degree, need additional forms you will find these resources is available here. Please note <https://graduate.indiana.edu/about/index.html> for information n deadlines, Student Life and Support that you will need to know.

IMPORTANT Deadlines, Upcoming PH.D. Dissertation Defense Announcements, Submission Methods and formatting <https://graduate.indiana.edu/thesis-dissertation/index.html>

Technology Support, IUware, Computer Connection

<https://graduate.indiana.edu/support/technology.html>

Most important <https://one.iu.edu/>

Student Health Insurance > FAQs

Please refer to your student handbook at

https://www.indiana.edu/~vpfaa/saahandbook/index.php/Main_Page

Frequently Asked Questions

Enrollment

Q: Can I enroll myself or a dependent after the deadline?

A: You may enroll yourself (or a dependent) after the deadline date only if there has been a significant life change:

- Marriage
- Birth
- Loss of prior coverage
- Arrival in the United States

If the completed Enrollment Form is submitted within 30 days of the qualifying event, coverage will be backdated to the date of the qualifying event. If the completed Enrollment Form is submitted after the 30 days of the qualifying event, it will not be accepted, and the dependent(s) will have to wait until the next annual open enrollment period to enroll.

Q: Are monthly payments an option for dependents?

IU Professional Students Plan All premiums must be paid at the time of purchase. Monthly payments are not an option.

International All premiums must be paid at the time of purchase. Quarterly payments for dependents can be made but must be initiated in the Fall. Monthly payments are not an option.

ID Cards

Q: When should I expect my ID card to arrive in the mail?

A: Students should receive their ID card within 2-3 weeks after the waiver deadline.

Q: What should I do if I don't get an ID card or lose my ID card?

A: You can request an ID card directly from Aetna Student Health. Call 877-375-4243 to make the request, or request one online through **Aetna Navigator®**. Please make sure all address information is up to date in **Onestart** so that ID cards are addressed to the correct location.

Aetna Navigator

Q: What is Aetna Navigator?

A: Aetna Navigator® is your members-only website. It's secure, so your information is protected. View your personalized claims and health information. *You can do it all right here — 24 hours a day, 7 days a week.*

By logging into **Aetna Navigator®** you can:

- Review who is covered under your plan.
- Request, view and print member ID cards.
- View Claim Explanation of Benefits. (**Sample EOB**)
- Access Health Discounts & Resources.
- Look up costs and other health related information before you seek care and to better plan your expenses.
- Research the price of a brand name drug and learn if there are generic alternatives.
- Find health care professionals and facilities that participate in your plan.
- Send an e-mail to Customer Service.

Q: What should I do if I cannot log-in to Aetna Navigator®?

A: If you are a first time user, make sure you register first. If you are already registered and have logged in before please contact technical support at (800) 225-3375. Please also allow Aetna Navigator® 3-5 business days to update their system after you have enrolled in the insurance plan.

Claims**Q: Where should I mail claims?**

A: Aetna Claims Contact Information:

Aetna Student Health

PO Box 981106

El Paso, TX 79998

(877) 437-6512

Q: Where should I mail appeals?

A: Aetna Appeals Address:

Aetna Student Health

P.O. Box 14464

Lexington, KY 40512

Q: I went to the doctor several months ago and they submitted a claim to our insurance, but I have not heard anything from Aetna. What should I do?

A: At this point you should make sure that the insurance has received the claim. If two months or more has passed, you should login to **Aetna Navigator®** to check the claim status via the online system, or call Aetna to see if they have received the bill. It is important that you keep up with the claims you submit, because the insurance plan has a 90-day filing deadline. If the insurance doesn't receive the bill for the first time within 90 days, the claim may be rejected as being beyond the filing deadline. If they claim to have lost or never received the claim, ask the doctor's office to resend or fax the claim, verifying the address to which they are sending the claim and patient ID number.

Q: Is there a way that I can view my claim online?

A: You can view all of your claims online at **Aetna Navigator®**.

Q: Where can I find claim forms?

A: Claim forms can be found on the main page of our website under "resources".

Prescriptions

Q: Where can I find the claim form for prescriptions?

A: **Aetna Prescription Claim Form** (PDF)

Q: Are there any medications that I cannot get?

A: Medications not covered by this benefit include, but are not limited to: drugs to promote or to stimulate hair growth, appetite suppressants, smoking deterrents, and non-self injectables. Prior authorization is required for growth hormones and drugs which are used for the treatment of malaria. For assistance, or for a complete list of excluded medications and drugs available with prior authorization, please contact Aetna at **(800) 238-6279** (available 24 hours).

Q: How do I know if a prescription is covered on my plan?

A: You can look up prescription information and cost by going to **Aetna Navigator®**.

Maternity

Q: What can I expect to be covered during and after pregnancy?

A: Maternity is covered as any other medical condition. Labor and delivery expenses include inpatient care of the covered person and any newborn child for a minimum of 48 hours after a vaginal delivery and for a minimum of 96 hours after a cesarean delivery.

If a person is discharged earlier, benefits will be payable for one at-home post-delivery care visit by a health care provider. The at-home post-delivery care visit shall be conducted not later than 48 hours following the discharge of the woman and her newborn child from a licensed hospital. However, at the

mother's discretion, the visit may occur at the facility of the provider subject to the terms of the Policy or group contract.

Q: My wife is pregnant; can I add her to my insurance plan?

A: Yes, you can add your spouse to your plan during open enrollment or when your spouse loses other coverage by contacting the **Student Health Insurance Coordinator**.

Vision

Q: Does Aetna cover eye exams?

A: Aetna does not cover vision.

Enrollees have access to an Aetna Vision Discount Program as part of their medical insurance plan. Members are eligible for vision discounts with participating providers (see **Health Discounts**) and can register for the program at **Aetna Navigator®**.

Continuation Insurance

Q: What do I need to know about continuation coverage?

A: Continuation Coverage is only available for International Student Health Insurance plan members. When you enroll in Continuation Coverage, you are continuing your medical benefits.

Your original ID number and group number will remain the same on Continuation as they were during your standard coverage.

You may not add dependents to continuation plans unless they were already on the previous semester plan with you.

Payment is due at enrollment, for the total number of months you desire coverage.

Forms should be mailed directly to Aetna, at the address provided on the form, or sent to student insurance coordinator for help with submission.

The 30-day open enrollment period, after your standard coverage terminates, is the only opportunity to enroll in Continuation.

You may not shorten or extend your Continuation Coverage period, once you have enrolled.

There are no refunds for Continuation Coverage.

Rates and Enrollment forms are available on your plan-specific web page, accessible from the **Indiana University Student Insurance Home Page**.

Getting Help when Traveling Internationally

Q: Who do I call in an emergency away from campus?

A: If you have an emergency while traveling at least 100 miles from campus, call On Call International as soon as possible by dialing 866-525-1956.

Q: How do I find a qualified medical provider when I am traveling abroad?

A: You can call On Call International at any time, day or night to speak to a medical professional and receive information on medical providers in your travel location.

Q: Will I receive a separate ID card for the travel assistance services?

A: Yes. Once you are enrolled in an Indiana University student health insurance plan, you will receive an On Call International member card. You can also print a temporary card from the main page under 'Resources'. The card may be used for services in the United States (anytime you are 100 miles or more from your home address) or in any other country. Always carry the card with you when you travel. The 24-hour help-line telephone number is printed on the card.

Q: Do I have to call On Call International before I leave on a trip?

A: If you will be traveling for more than one semester, please contact On Call International to receive valuable pre-trip and extended travel information. Also, remember to take your On Call International card with you and call if you need medical advice or assistance.

Q: If I have an accident or illness, and the hospital or I arrange all the necessary transportation, will On Call International reimburse me for the expenses involved?

A: No. On Call International is a service provider, not an insurance company; therefore On Call International must make the arrangements for all services. On Call International cannot reimburse participants for any assistance expenses not arranged and provided by On Call International.

Q: What if the foreign hospital refuses to accept my insurance and requires me to pay in full at the time of services?

A: You will need to pay the provider and then file a claim for foreign medical assistance with Aetna Student Health (See: **Filing a Foreign Claim**). If you do not have the funds available to pay the hospital, On Call International can help you make financial arrangements with the provider. The source of the funds is your responsibility.

Q: Will On Call International transport a family member or friend to be at my side?

A: Yes. If an eligible participant is traveling alone and it seems likely that they will be hospitalized for more than seven days, On Call International will transport a family member or friend to that location.

Q: What happens when I'm ready to be discharged but I still need assistance?

A: If you still need assistance at the point of discharge from the hospital, On Call International will arrange for you to come home with a medical/non-medical escort.

Q: I don't travel internationally. How does this service benefit me?

A: On Call International will help you with any medical situation if you are 100 miles or more from your campus address – this can mean your weekend trip home or your vacation plans. If you become ill or have an accident while traveling, you may not know how to access care, but with On Call International, you can call 24 hours a day, 365 days a year for assistance and advice.

Q: Why is it important to use your emergency assistance services?

A: By calling On Call International immediately, you can receive services before your medical condition becomes serious. Also, On Call International can protect you in the event of an emergency by getting you to appropriate medical care when there may not be good local medical facilities.