

UHCSR Resources for Insured Students

HPHC Insurance Company – UnitedHealthcare **StudentResources**

My Account

At www.uhcsr.com/MyAccount, students enrolled in UHCSR student insurance can access insurance information about their coverage any time of day or night. They have immediate access to view and print ID cards and to access claim history, including EOB's. Other My Account functions include:

- Review and update demographic information such as email and mailing address
- Review Message Center electronic notifications
 - Certificates of Creditable Coverage (COCC)
 - Claims Letters
 - ID Card Notifications
- Provide other insurance information or accident details
- Submit or manage Personal Representative Appointments
- View Prescription Plan Information
 - Locate a participating pharmacy
- Review information about Value Added Benefits that may be associated with the plan

Mobile access to My Account is available via Smartphone by downloading the UHCSR Mobile App from the member's preferred App provider. The app will give members the ability to:

- View, email or fax their ID card
- View recent claims (prior 120 days)
- Search for a Provider
- Contact Customer Service
- Appoint a Personal Representative
- Submit Other Insurance, if needed
- Provide SSN and set delivery method, when necessary

Provider Search

In addition to searching for Providers through My Account (above) students have a **mobile access** option:

- Search for participating providers via the UHCSR Mobile App available on Google Play and the AppStore. The Find Providers selection allows the user to establish search parameters (i.e. distance from an address, provider type, facility, specialty, etc.), and the search results display the provider's phone number and address, and also allows the user to map the provider's location.

UHC Global when **traveling more than 100 miles from campus or home**

Enrollment in the UnitedHealthcare **StudentResources** insurance plan includes unique Global Emergency Services from UHC Global. This program immediately connects you to doctors, hospitals, pharmacies, and other services if you experience a medical or travel emergency while traveling 100 miles or more from your permanent residence, campus location, or in another country. UHC Global contact information is located on the back of your medical ID card. Please visit www.uhcsr.com/uhcglobal for a complete description of benefits in the UHC Global Program Guide.

continued
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UnitedHealth Allies Discount Program

- Discounts on products and services include: sports apparel, dental, vision, wellness, books, fitness centers, massage, natural foods, teas, skin care products, and much more.
- For information visit www.sr.unitedhealthallies.com or call Customer Care at 800-860-8773.

Student Assistance Program (SAP)

SAP Services Summary

- **Telephonic/Online Counseling:** Members facing stressful or emotional issues have 24/7, year-round access to prompt counseling services. Beginning with their first toll-free call, master's level licensed clinicians will listen carefully to assess the member's needs. Crisis intervention and licensed clinicians are always at the ready for urgent situations!
- **Innovative Web-based Services:** The Web site for members, www.liveandworkwell.com, offers a wealth of information on a full range of topics. This site includes thousands of articles, interactive learning tools, cognitive behavioral therapy modules, searchable databases, financial calculators, and helpful resources for members to use to develop their own self-improvement strategies.
- **Legal and Financial Services:** Members may also turn to SAP for help with non-clinical issues, such as mounting credit card debt, divorce, child custody matters, and shelter from abusive relationships. The effect of these and other practical concerns can be just as detrimental to a member's health and well-being as a clinical issue – and real assistance with these issues is included in the plan.

The toll free number for these services is included on the member's medical ID card. Members may also access this information through their My Account on www.uhcsr.com.

Telehealth Services

UnitedHealthcare **StudentResources** partnered with HealthiestYou, an innovative nationwide telehealth service, to provide members with round-the-clock access to board-certified physicians via phone and/or video chat*. They may be offered a consultation, diagnosis and treatment plan via phone and/or video chat with a licensed MD. If a medication is prescribed, the prescription will be sent electronically to the member's preferred pharmacy. This service is especially helpful for common illnesses (bronchitis, strep throat, pink eye, etc.) and is included for UHCSR insured members. HealthiestYou also offers Geo-Fencing via the HealthiestYou smart phone app. If the member is ever in an Emergency Room or Urgent Care Center, they could receive a notification on their smart phone reminding them of this benefit.

**Telephone services and/or video chat availability is determined by state requirements.*

Disclaimer: HealthiestYou is not health insurance. HealthiestYou is designed to complement, and not replace, the care you receive from your primary care physician. HealthiestYou physicians are an independent network of doctors who advise, diagnose, and prescribe at their own discretion. HealthiestYou physicians provide cross coverage and operate subject to state regulations. Physicians in the independent network do not prescribe DEA controlled substances, non-therapeutic drugs and certain other drugs which may be harmful because of their potential for abuse. HealthiestYou does not guarantee that a prescription will be written. Services may vary by state.

UnitedHealthcare StudentResources does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities.

- ATTENTION: Language assistance services, free of charge, are available to you. Please call 1-866-260-2723.
- ATENCIÓN: Si habla **español (Spanish)**, hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al 1-866-260-2723.
- 請注意：如果您說中文 (Chinese)，我們免費為您提供語言協助服務。請致電：1-866-260-2723。