

UHCSR Resources for Insured Students

HPHC Insurance Company – UnitedHealthcare **StudentResources**

As an Insured Person covered under an insurance plan administered by UHCSR, you have access to the additional services referenced below.

My Account

At uhcsr.com/myaccount, you can access health insurance information any time. You have immediate access to view and print ID cards and access claims history, including EOBs. Other My Account functions include:

- Review and update demographic information such as email and mailing address
- Review Action Center alerts and your messages
- Check claim status and Explanations of Benefits (EOB)
- Search for a Preferred Provider (see details below)
- Provide other insurance information or accident details
- Submit or manage Personal Representative Appointments
- View Prescription Plan Information and locate a participating pharmacy
- Review information about Additional Benefits that may be associated with the plan

Mobile access is available via Smartphone by downloading the UHCSR mobile app from the App Store or Google Play. The app will give you the ability to:

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

Preferred Provider Search Features

Search for participating providers online at uhcsr.com or via the UHCSR mobile app available on Google Play and the App Store. The Find Providers selection allows you 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 you to map the provider's location.

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

Enrollment in the UHCSR student insurance plan includes 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. The UHC Global contact information is located on the back of your medical ID card and within My Account. Please review the Assistance and Evacuation Benefits section in your Brochure-Certificate for a complete description of benefits.

Student Assistance Program (SAP)

SAP Services Summary - the toll free number for these services is included on your medical ID card. You can also access this information through My Account

- **Telephonic/Online Counseling:** When facing stressful or emotional issues, you have 24/7, year-round access to prompt counseling services. Beginning with your first toll-free call, master's level licensed clinicians will listen carefully to assess your needs. Crisis intervention and licensed clinicians are always at the ready for urgent situations.
- **Innovative Web-based Services:** The website, www.liveandworkwell.com, offers you 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, wellness calculators and helpful resources for you to use to develop your own self-improvement strategies.
- **Legal and Financial Services:** You can 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 your health and well-being as a clinical issue – and real assistance with these issues is included in the plan.

Telehealth Services

HealthiestYou

UnitedHealthcare **StudentResources** partnered with HealthiestYou, an innovative nationwide telehealth service, to provide you with round-the-clock access to board-certified physicians via phone and/or video chat*. You 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 your preferred pharmacy. This service is especially helpful for common illnesses (bronchitis, strep throat, pink eye, etc.). HealthiestYou also offers Geo-Fencing via the HealthiestYou smart phone app. If you are ever in an Emergency Room or Urgent Care Center, you could receive a notification on your smart phone reminding you 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.

BetterHelp

Starting on the effective date of your policy, you have free access to Psychologists (PhD / PsyD), Marriage and family therapists (LMFT), Clinical Social Workers (LCSW) and Licensed Professional Counselors (LPC) through BetterHelp, a national virtual counseling service. These professional licensed counselors will be available to you via ongoing text communications, live chat, phone, video or groupinars. When you first visit the counseling website, you'll be asked to register and complete a questionnaire that will include things like counselor preferences (gender, specialty, etc.) to ensure you are matched with a practitioner that can help you meet your goals. Within 24 hours, you'll be contacted by a counselor to schedule an appointment and decide on a communication method that best suits your needs. Every communication with a BetterHelp counselor is covered 100% during the policy period.

**This is not a crisis service. If you or another person may be in danger, please contact the Student Assistance Program by calling the phone number on your ID card or contact your local emergency services.*

The contact information for these telehealth services is included on your medical ID card. You can also access this information through My Account at uhcsr.com/myaccount.

The company 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.