



UnitedHealthcare Insurance Company of New York **Student Injury and Sickness Insurance Plan Fact Sheet**

How do I contact Customer Service?

800-767-0700 (Monday – Friday 8:00 A.M. to 8 P.M. EST)

Email: customerservice@uhcsr.com

When does my insurance coverage start/end?

Start date: August 10, 2013 and end date is August 9, 2014

When do I get my insurance I.D. card?

Within 48 hours after your eligibility is received, UnitedHealthcare **StudentResources** will send you an email notifying you that your ID card is available and giving you instructions on how to take action to retrieve it. UnitedHealthcare **StudentResources** is "Going Green," so all ID cards will be delivered electronically.

How are prescription drugs covered?

For prescriptions filled at a UnitedHealthcare Network Pharmacy, insured students will pay a \$10 copay for Tier 1 / \$25 copay for Tier 2 up to a 31 day supply per prescription. Please have your insurance card in hand for the pharmacist. Local participating network pharmacies are:

Kinney Drugs: 40 State Highway 310, Canton, NY 315-386-4563

Rite Aid Pharmacy: 19 Miner Street, Canton, NY 315-386-8611

Walgreens: 173 Market Street, Postdam, NY
315-265-6192

Wal-mart Pharmacy: 7494 U.S. 11, Postdam, NY 315-268-6917

Price Chopper Pharmacy: 111 East Main Street, Canton, NY 315-379-9620

For an out-of-network pharmacy, Insured Students will pay a \$10 Deductible for generic and a \$25 Deductible for brand name prescriptions, up to a 31 day supply per prescription.

Are doctor's office visits covered and is there a copayment?

Preferred Provider doctor (UnitedHealthcare Choice Plus and United Behavioral Health Network) visits are covered at 100% of the Preferred Allowance with a \$15 copayment per visit. A copayment is the dollar amount specified in your plan that is paid up front by the Insured Student to the participating provider for covered medical services.

There is no charge for appointments at the Student Health & Counseling Center.



Does this insurance plan have a deductible?

Yes, this plan has a \$100 deductible per Insured Person, per Policy Year for Preferred Providers and a \$200 deductible per Insured Person per Policy Year for Out-of-Network Providers. A deductible is the amount of covered medical expenses for which you are responsible before payment is made by the Insurance Company. If you are being referred for services by a provider at the Student Health & Counseling Center, this deductible will be waived.

Do I need a claim form?

No claim forms are required for the injury and sickness plan issued under policy number 2013-202712-1.

Are Intercollegiate sports injuries covered?

Intercollegiate sports injury coverage is provided under a separate plan issued under policy number 2013-202712-8. Separate terms and conditions apply for intercollegiate sports coverage. If you are a NCAA athlete covered under the intercollegiate sports plan, and you are injured during a University sponsored event or practice, you should notify a member of the athletic department or an athletic trainer as soon as possible to complete an accident notification form.

Who do I contact if I have questions about an unpaid medical bill or claim?

It is up to the student to contact the service provider in regards to an unpaid medical bill. If you have received a denial of payment for services, please contact the claims administrator:

UnitedHealthcare **StudentResources**
PO Box 807025, Dallas, TX 75380-9025
800-767-0700

customerservice@uhcsr.com

Where is the Student Health & Counseling Center? What are the hours?

The Diana B. Torrey '82 Health & Counseling Center is located on the University's campus at 76 Park Street. Our office hours are
Monday – Friday 8:30 A.M. – 4:30 P.M.
Call 315-229-5392 during business hours to schedule an appointment.

What do I do if the Health & Counseling Center is closed?

For health or counseling emergencies, call campus safety and security at x5555 or dial 911. Emergency services are available at local hospitals 24 hours a day, seven days a week. Healthcare for urgent, but non-emergency problems is available evenings and weekends at the Canton-Postdam Hospital's "Afterhours Healthcare", which is located near campus in the E.J. Noble Center at 80 East Main Street. Their hours are Monday–Friday 4:30PM–9:00PM; Saturday 9:00AM–9:00PM; Sunday 10:00AM–6:00PM Afterhours Healthcare phone number is 315-386-3300.

If you have questions about what services are covered under this plan, please log onto:
www.uhcsr.com/stlawrence or call

UnitedHealthcare **StudentResources** directly:
800-767-0700



The injury and sickness plan (Policy #2013-202712-1) and the intercollegiate sports plan (Policy #2013-202712-8) are underwritten by UnitedHealthcare Insurance Company of New York. Review the plan documents, including the Certificates of Coverage for both plans, for a full description of coverage, including costs, benefits, exclusions, any reductions or limitations, and the terms under which the coverage may be continued in force. Plan documents may be viewed at: www.uhcsr.com/stlawu.