



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, 2012 and end date is August 9, 2013

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

UnitedHealthcare **Student**Resources (UHCSR) administers the health insurance program at St. Lawrence University. UHCSR will mail your insurance I.D. card to your campus mailbox (SMC). If you need services before receiving your I.D. card, please contact UHCSR directly at 800-767-0700 for assistance.

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.

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

In-network doctor (UnitedHealthcare Choice Plus and United Behavioral Health Network) visits are covered at 100% of the Preferred Allowance with a \$15 copayment. 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 or by the SLU Athletic Trainers, this deductible will be waived.

Do I need a claim form?

No claim forms are required for this plan, policy number 2012-202712-1. Coverage for intercollegiate sports injuries is provided under separate policy number 2012-202712-8. If you are a varsity athlete insured on the Intercollegiate Sports Plan (Policy #2012-202712-8), and you have been injured during a University sponsored event or practice, please notify a member of the athletic department or athletic trainer as soon as possible, for an accident notification form to be completed.

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 & 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 4:30 P.M. – 9:00 P.M.; Saturday 9:00 A.M. – 9:00 P.M.; Sunday 10:00 A.M. – 6:00 P.M. 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



This plan is underwritten by UnitedHealthcare Insurance Company of New York and is based on Policy #2012-202712-1. For a full description of coverage, including costs, benefits, exclusions, any reductions or limitations and terms under which the coverage may be continued in force, log on to www.uhcsr.com.