2023-2024 Student Health Insurance Plan for Virginia Commonwealth University

Who is eligible to enroll?

All Full-Time Ph.D., Pharmacy (Pharm D), Dentistry (DDS), Medicine (MD) and International students are automatically enrolled in this insurance plan, unless proof of comparable coverage is furnished.

Eligible students who do enroll may also insure their Dependents. Eligible Dependents are the student’s legal spouse or Domestic Partner and dependent children under 26 years of age. See the Definitions section of the Certificate for the specific requirements needed to meet Domestic Partner eligibility.

The student (Named Insured, as defined in the Certificate) must actively attend classes for at least the first 31 days after the date for which coverage is purchased. Home study, correspondence, and online courses do not fulfill the eligibility requirements that the student actively attend classes. The Company maintains its right to investigate eligibility or student status and attendance records to verify that the Policy eligibility requirements have been met. If and whenever the Company discovers that the Policy eligibility requirements have not been met, its only obligation is refund of premium.

The eligibility date for Dependents of the Named Insured shall be determined in accordance with the following:

1. If a Named Insured has Dependents on the date he or she is eligible for insurance.
2. If a Named Insured acquires a Dependent after the Effective Date, such Dependent becomes eligible:
   a. On the date the Named Insured acquires a legal spouse or a Domestic Partner who meets the specific requirements set forth in the Definitions section of the Certificate.
   b. On the date the Named Insured acquires a dependent child who is within the limits of a dependent child set forth in the Definitions section of the Certificate.

Dependent eligibility expires concurrently with that of the Named Insured.

Where can I get more information about the benefits available?

Please read the certificate of coverage to determine whether this plan is right before you enroll. The certificate of coverage provides details of the coverage including benefits, exclusions, and reductions or limitations and the terms under which the coverage may be continued in force. Copies of the certificate of coverage are available from the University and may be viewed at www.uhcsr.com/vcu. This plan is underwritten by UnitedHealthcare Insurance Company and is based on policy number 2023-121-1. The Policy is a Non-Renewable One-Year Term Policy.

Who can answer questions I have about the plan?

If you have questions please contact Customer Service at 1-866-589-1050 or customerservice@uhcsr.com.
### Coverage Dates and Plan Cost

<table>
<thead>
<tr>
<th>Rates</th>
<th>Annual 8-15-23 to 8-14-24</th>
<th>Fall 8-15-23 to 12-14-23</th>
<th>Spring/Summer 12-15-23 to 8-14-24</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student</td>
<td>$2,654.00</td>
<td>$885.00</td>
<td>$1,769.00</td>
</tr>
<tr>
<td>Spouse</td>
<td>$2,654.00</td>
<td>$885.00</td>
<td>$1,769.00</td>
</tr>
<tr>
<td>One Child</td>
<td>$2,654.00</td>
<td>$885.00</td>
<td>$1,769.00</td>
</tr>
<tr>
<td>Two or More Children</td>
<td>$5,308.00</td>
<td>$1,770.00</td>
<td>$3,538.00</td>
</tr>
<tr>
<td>Spouse and Two or More Children</td>
<td>$7,962.00</td>
<td>$2,655.00</td>
<td>$5,307.00</td>
</tr>
</tbody>
</table>

The Insured Person must meet the eligibility requirements each time a premium payment is made. To avoid a lapse in coverage, the Insured Person’s premium must be received within 31 days after the coverage expiration date. It is the Insured Person’s responsibility to make timely premium payments to avoid a lapse in coverage.

### Highlights of the Student Health Insurance Plan Benefits

**METALLIC LEVEL – GOLD WITH ACTUARIAL VALUE OF 86.390%**

<table>
<thead>
<tr>
<th></th>
<th>Preferred Providers</th>
<th>Out-of-Network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Plan Maximum</td>
<td>$200 Per Insured Person, Per Policy Year</td>
<td>$400 Per Insured Person, Per Policy Year</td>
</tr>
<tr>
<td>Plan Deductible</td>
<td>$7,350 Per Insured Person, Per Policy Year</td>
<td>$14,700 For all Insureds in a Family, Per Policy Year</td>
</tr>
<tr>
<td>Out-of-Pocket Maximum</td>
<td>There is no Out-of-Pocket Maximum for Out-of-Network benefits.</td>
<td></td>
</tr>
</tbody>
</table>

**Preferred Providers:** The Preferred Provider Network for this plan is UnitedHealthcare Choice Plus. Preferred Providers can be found using the following link: [UHC Choice Plus](#).

**Coinsurance**

- All benefits are subject to satisfaction of the Deductible, specific benefit limitations, maximums and Copays as described in the plan certificate.
- 80% of Allowed Amount for Covered Medical Expenses
- 50% of Allowed Amount for Covered Medical Expenses

**Prescription Drugs**

- Prescriptions must be filled at a UHCP network pharmacy.
- For insulin drugs the total amount of Deductible, Copayments or Coinsurance shall not exceed $50 for an individual prescription of up to a 30-day supply.
- $15 Copay for Tier 1
- $60 Copay for Tier 2
- 25% Coinsurance for Tier 3
- Up to a 31-day supply per prescription filled at a UnitedHealthcare Pharmacy (UHCP) Retail Network Pharmacy not subject to Deductible
- Mail Order Network Pharmacy or Preferred 90 Day Retail Network Pharmacy for insulin drugs the total amount of Deductible, Copayments or Coinsurance shall not
- No Benefits
### Exclusions and Limitations

No benefits will be paid for: a) loss or expense caused by, contributed to, or resulting from; or b) treatment, services or supplies for, at, or related to any of the following:

1. Acupuncture.
2. Behavioral problems. Developmental delay or disorder or intellectual disability. Learning disabilities. Parent-child problems. This exclusion does not apply to conditions classified as a Mental Illness or Substance Use Disorder in the Diagnostic and Statistical Manual of the American Psychiatric Association or except as specifically provided in the Policy.
3. Cosmetic procedures, except as specifically provided in the Policy for Reconstructive Procedures.
4. Dental treatment, except:
   - As provided in the Dental Treatment benefit.
   - As specifically provided in the Schedule of Benefits. This exclusion does not apply to benefits specifically provided in Pediatric Dental Services.
5. Elective Surgery or Elective Treatment as defined in the Policy.
6. Elective abortion. This exclusion does not apply to therapeutic abortion as specifically provided in the Policy under Maternity Benefits.
7. Foot care for the following:
   - Flat foot conditions.
   - Supportive devices for the foot.
   - Subluxations of the foot.
   - Fallen arches.
   - Weak feet.
   - Chronic foot strain.
   - Routine foot care including the care, cutting and removal of corns, calluses, toenails, and bunions (except capsular or bone surgery). This exclusion does not apply to routine or preventive foot care due to conditions associated with metabolic, neurologic, or peripheral vascular disease.
8. Hearing examinations. Hearing aids. Other treatment for hearing defects and hearing loss. “Hearing defects” means any physical defect of the ear which does or can impair normal hearing, apart from the disease process. This exclusion does not apply to:
   - Hearing defects or hearing loss as a result of an infection or Injury.
   - Benefits specifically provided in Benefits for Newborn Infant Hearing Screening.
10. Immunizations for travel or work.
11. Injury or Sickness for which benefits are paid or payable under any Workers’ Compensation or Occupational Disease Law or Act, or similar legislation.
12. Lipectomy.
13. Participation in a riot or civil disorder. Commission of or attempt to commit a felony. Fighting.
14. Prescription Drugs, services or supplies as follows:
   - Therapeutic devices or appliances, including: support garments and other non-medical substances, regardless of intended use, except as specifically provided in the Policy.
   - Immunization agents, except as specifically provided in the Policy.
   - Drugs labeled, “Caution - limited by federal law to investigational use” or experimental drugs.
   - Products used for cosmetic purposes.
   - Drugs used to treat or cure baldness. Anabolic steroids used for body building.
   - Anorectics - drugs used for the purpose of weight control.
   - Fertility agents.
   - Growth hormones.
   - Refills in excess of the number specified or dispensed after one (1) year of date of the prescription.
15. Reproductive services for the following:
   - Procreative counseling.
   - Genetic counseling and genetic testing, except as specifically provided in Genetic Testing.
   - Cryopreservation of reproductive materials. Storage of reproductive materials.
   - Infertility treatment (male or female), including any services or supplies rendered for the purpose or with the intent of inducing conception, except to diagnose or treat the underlying cause of the infertility.
   - Premarital examinations.
   - Reversal of sterilization procedures, except as specifically provided in the Policy under Sterilization.
   - Impotence, organic or otherwise.
16. Routine eye examinations. Eye refractions. Eyeglasses. Contact lenses. Prescriptions or fitting of eyeglasses or contact lenses. Vision correction surgery. Treatment for visual defects and problems. This exclusion does not apply as follows:
   - When due to a covered Injury or disease process.
   - To benefits specifically provided in Pediatric Vision Services.
   - To eyeglasses or contact lenses as described under Vision Correction in the Policy.
   - To benefits specifically provided in the Schedule of Benefits.
17. Routine Adopted or Newborn Child Care and well-baby nursery and related Physician charge, except as specifically provided in the Policy.
18. Services provided normally without charge by the Health Service of the Policyholder. Services covered or provided by the student health fee.
19. Stand-alone multi-disciplinary smoking cessation programs. These are programs that usually include health care providers specializing in smoking cessation and may include a psychologist, social worker or other licensed or certified professional.
20. Surgical breast reduction, breast augmentation, breast implants or breast prosthetic devices, or gynecomastia, except as specifically provided in the Policy.
21. Treatment in a Government hospital, unless there is a legal obligation for the Insured Person to pay for such treatment.
22. War or any act of war, declared or undeclared; or while in the armed forces of any country (a pro-rata premium will be refunded upon request for such period not covered).
23. Weight management. Weight reduction. Treatment for obesity (except morbid obesity). Surgery for removal of excess skin or fat. This exclusion does not apply to benefits specifically provided in the Schedule of Benefits.

**Highlights of Services offered by UnitedHealthcare Student Resources**

**Healthiest You: 24/7 Doctor Access**

Starting on the effective date of your coverage under the student insurance plan, you have 24/7 access to medical advice through HealthiestYou, a national telehealth service.* By visiting [www.telehealth4students.com](http://www.telehealth4students.com), you have access to board-certified physicians via phone and/or video, where permitted. This service is especially helpful for minor illnesses, such as allergies, sore throat, earache, pink eye, etc. Based on the condition being treated, the doctor can also prescribe certain medications, saving you a trip to the doctor’s office. Using HealthiestYou can save you money and time, while avoiding costly trips to a doctor’s office, urgent care facility, or emergency room. As an insured with Student Resources, there is no consultation fee for this service.* Every call with a HealthiestYou doctor is covered 100% during your policy period. You can learn more about this benefit and how to use it in My Account.

---

23POSB-121-1  Page 4 of 5  UnitedHealthcare Student Resources
This service is meant to complement your Student Health Center. If possible, we encourage you to visit your SHC first before using this service.

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.

*Available to Insured students and their covered Dependents; age restrictions may apply. If you call prior to the effective date of your coverage under the insurance plan, you will be charged a service fee before being connected to a board-certified physician.

**HealthiestYou: Virtual Counselor Access**

Starting on the effective date of your coverage under the student insurance plan, you have access to mental health providers through a national virtual counseling service.* Psychiatrists, psychologists and licensed therapists are available to you through a variety of communication methods, including phone and video.

When you sign up, you’ll complete a questionnaire, choose your provider and select a date and time for your appointment. Appointments are available 7 days a week. Visits are secure, discreet and confidential, and you have ongoing support with the same provider.

As an insured with Student Resources, there is no consultation fee for this service. Every communication with a provider is covered 100% during your policy period.

*Available to Insured students and their covered Dependent; age restrictions may apply, depending on your state.

**24/7 StudentAssist**

Insureds have immediate access to StudentAssist, a service that coordinates care using a network of resources. Services available include:

- **24/7 Crisis Support** – access to trained master's level specialists, 24/7/365, who provide in-the-moment support and consultation.
- **Financial and Legal Counseling** – two 30 minute telephonic consultations with money coaches who offer consultations on issues such as financial planning, credit and collection issues, home buying and renting and more. Legal Services are provided by licensed state-specific attorneys. One 30 minute telephonic or face-to-face legal consultation per issue per year at no cost.
- **Mediation services** – one 30 minute telephonic or face-to-face consultation per issue per year available to help resolve family-related disputes, including but not limited to separation, child custody, child support, divorce property and debt division, etc.
- **Living Well Portal** – access to liveandworkwell.com where insureds can participate in personalized self-help programs and find information on many helpful resources.
- **CollegeLife** – direct access to experts on the Optum team and through referrals to a broad spectrum of pre-screened and qualified convenience resources.
- **Self Care** – access to an evidence-based mobile care solution created by clinical experts that allows insureds to access on-demand help for stress, anxiety, and depression.

Translation services are available in over 170 languages for most services. More information about these services is available by logging into My Account at www.uhcsr.com/MyAccount under Additional Benefits.

This Summary Brochure is based on Policy #2023-121-1.

NOTE: The information contained herein is a summary of certain benefits which are offered under a student health insurance policy issued by UnitedHealthcare. This document is a summary only and may not contain a full or complete recitation of the benefits and restrictions/exclusions associated with the relevant policy of insurance. This document is not an insurance policy document and your receipt of this document does not constitute the issuance or delivery of a policy of insurance. Neither you nor UnitedHealthcare has any rights or responsibilities associated with your receipt of this document. Changes in federal, state or other applicable legislation or regulation or changes in Plan design required by the applicable state regulatory authority may result in differences between this summary and the actual policy of insurance.
NON-DISCRIMINATION NOTICE

UnitedHealthcare Student Resources does not treat members differently because of sex, age, race, color, disability or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability or national origin, you can send a complaint to:

Civil Rights Coordinator
United HealthCare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130
UHC_Civil_Rights@uhc.com

You must send the written complaint within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again.

If you need help with your complaint, please call the toll-free member phone number listed on your health plan ID card, Monday through Friday, 8 a.m. to 8 p.m. ET.

You can also file a complaint with the U.S. Dept. of Health and Human Services.

Online https://ocrportal.hhs.gov/ocr/portal/lobby.jsf


Phone: Toll-free 1-800-368-1019, 800-537-7697 (TDD)

Mail: U.S. Dept. of Health and Human Services. 200 Independence Avenue, SW
Room 509F, HHH Building Washington, D.C. 20201

We also provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for free language services such as speaking with an interpreter. To ask for help, please call the toll-free member phone number listed on your health plan ID card, Monday through Friday, 8 a.m. to 8 p.m. ET.
LANGUAGE ASSISTANCE PROGRAM

We provide free services to help you communicate with us, such as, letters in other languages or large print. Or, you can ask for free language services such as speaking with an interpreter. To ask for help, please call toll-free 1-866-260-2723, Monday through Friday, 8 a.m. to 8 p.m. ET.

English
Language assistance services are available to you free of charge. Please call 1-866-260-2723.

Albanian

Amharic
አማርኛ ከሰበር ከነጭ እናት ለማኬት ይጠ亏损 ከ1 866-260-2723 የተታህጠነ።

Arabic
تتوفر لك خدمات المساعدة اللغوية مجاناً. اتصل على الرقم 1-866-260-2723.

Azerbaijani
Nəşr və tərəqqi əməliyyatları sizə dəvət olur. 1-866-260-2723 məlum olunur.

Bantu-Kirundi
Uronswa ku bantu servisi zifatiky ku turimi zo kugufasha.

Bengali-Bangla
তুমি আমাকে সাহায্যের প্রয়োজন পাওয়ার জন্য আমার নাম্বার 1-866-260-2723 দিয়ে কল করুন।

Bengali-Bangla
বাংলা সাহায্য প্রয়োজন হলে আমার নম্বর 1-866-260-2723 দিয়ে কল করুন।

Bisayan-Visayan (Cebuano)

Burmese
ကျန်စွဲနေသော အရှင်အပြောင်းအထိမ်းများကို နိုင်ငံခြား နိုင်ငံများမှ 1-866-260-2723 ထွက်ကြည့်ရှုပြီး ကျော်ကြားပါ။

Cambodian-Mon-Khmer
ជួយអនុញ្លោះទីក្រូច្រើនអំពីការជួយសោយស្រាប់ជំនាញ ជាមួយនឹងប្រការផ្សេងៗ។ 1-866-260-2723 ទាញយក.

Cherokee
Sḵʼalhinliy ła Ĭfăsă ḗă Ĭpo UT Nāgā Dăbb Yallą 1-866-260-2723.

Chinese
您可以免费获得语言援助服务，请致电1-866-260-2723。

Chontal
Chahta anumpa ish anumpuli hokmvt toshkili yvt peh pilla hq chi apela hina. 1 paya 1-866-260-2723.

Cushite-Oromo
Tajagaliwvan gargaarsa afani kafaltti malaa siif jira. Maaloo karaa lakkoofoo bibliia 1-866-260-2723 bibuli.

Dutch
Taalbijstandsdiesten zijn gratis voor u beschikbaar. Gelieve 1-866-260-2723 op te bellen.

French
Des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-866-260-2723.

French Creole-Haitian Creole

German

Greek
Οι υπηρεσίες γλωσσικής βοήθειας σας διατίθενται δωρεάν. Καλώσε το 1-866-260-2723.

Gujarati
સાહિત્ય સહાય સેવાઓ તમારા માત્રા માટે નિશચિત હોય છે. કોર્લી 1-866-260-2723 પર કોલ કરો.

Hawaiian
Kūka manuahi ma ka ‘olelo iao’a ‘ia. E kelepona i ka helu 1-866-260-2723.

Hindi
आप के लिए आप सहायता सेवाओं निश्चित उपलब्ध हैं। कूप्ला 1-866-260-2723 पर कॉल करें।

Hmong
Muaj cov kev pab tchais lus pub dawb rau koj. Thov hoo rau 1-866-260-2723.

Ibo
Enyemaka na-ahazi asusu, bu n’efu, diri g1 Kpoo 1-866-260-2723.

Ilocano
Adda awan bayadna a serbisio para iti language assistance. Pangangasasim ta tawagam ti 1-866-260-2723.

Indonesian

Italian
Sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-866-260-2723.

Japanese
無料の言語支援サービスをご利用いただけます。1-866-260-2723 までお電話ください。

Karen
คำช่วยเหล่าในการสื่อสารที่เป็นประโยชน์ (ภาษาKaren) อยู่ที่ 1-866-260-2723.

Korean
언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-866-260-2723 번으로 전화하십시오.

Kru-Bassa
Bot ba hola ni kobol mahog nia wogui wo ba ye hia ni yuu yon. Sebel i nsinga ini 1-866-260-2723.

Kurdish Sorani
خمسهكلنكی بزمنی زمانی باخورای بتو داپن دیکرین. تکلیفه تکمیلیکنکی بک زمانرس 1-866-260-2723.

Laotian
မြောက်ကြီးသမိုင်းကြီးတွင် သိသိသာသာ ရှိသော 1-866-260-2723.