



# Student Health Insurance & Trip Cancellation/Interruption Coverage For Study Abroad Programs



# How Does This Plan Work?

- Medical expenses are very costly and without active, in-network medical insurance while abroad, students can owe exorbitant amounts for healthcare.
- The SUNY International Health Insurance Plan will help pay for medical bills that you will incur when you go to the doctor, hospital, or pick up prescription medication abroad.
- In addition to health insurance the plan provides assistance for managing medical and travel emergencies while on your study abroad program.
- Trip cancellation and interruption coverage is available separately on a voluntary basis.

# How Do I Enroll?

- These insurance policies are mandatory and are included in the SUNY tuition fees for each student's protection during their study abroad program. Your study abroad office will enroll you.
- Coverage is available voluntarily for your spouse and for your child(ren)

# What Does This Plan Cover?

- Preventative Care
- Primary Care Office Visits
- Urgent Care Visits
- Emergency Care
- Inpatient/Outpatient Hospital Care
- Mental Health Services
- Required Immunizations
- Prescription Drugs
- Maternity and Nursery Care for a Covered Pregnancy
- Medical, Political, Natural Disaster Evacuation & Repatriation
- Trip Cancellation/Interruption (if purchased separately)

# Summary of Plan Benefits

Plan Design (Per Person, Annually)	In-Network Benefits
Annual Deductible	\$0
Coinsurance	0%
Preventative Care Services	Covered in full (annual physical, OB-GYN)
Primary Care Visit	0% Coinsurance/Copay
Urgent Care Visit	0% Coinsurance/Copay
Emergency Room	0% Coinsurance/Copay
Ambulance	0% Coinsurance/Copay
In-Patient Hospital Care	0% Coinsurance/Copay
Prescription Drugs	\$0 for Tier 1/2/3

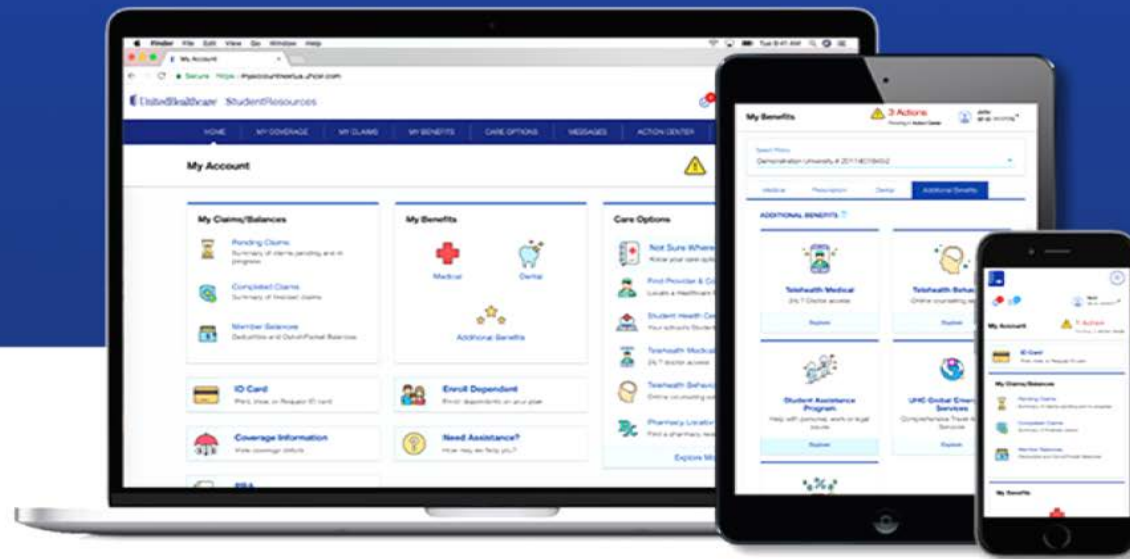
# How Do I Get Started?

You will receive an email from [notifications@uhcsr.com](mailto:notifications@uhcsr.com) that an ID card is available for you.

To view, download or request a hard copy ID Card, to please visit <https://myaccount.uhcsr.com/>

# You Can Access Your Account from Your Computer, iPad or SmartPhone 24/7

Welcome to the new My Account.  
Healthcare is in your hands.



Dear Member,

Welcome to your Student Health Insurance Plan.



An ID card is now available for you and/or a covered member of your family. Access your Health Insurance ID card by creating or logging into your **My Account** at <https://myaccount.uhcsr.com>. \*A card will not be mailed to you automatically.

In your **My Account**, you have access to several tools to help manage your healthcare benefits:



- Check status and review claims
- Find providers and cost estimates
- Appoint Personal Representatives (PRA)
- If available, access to virtual physician visits
- Request a hard copy of your ID card (card will be sent in the mail to the current address we have for you in our system)

Quick and convenient access is also available on our mobile App. Download it through:



Check out our videos page at <https://www.uhcsr.com/video> for more helpful information.

Our **Notices of Privacy Practices** describes how we will use, store, and protect your health information.

Our **Notices of Privacy Practices** documentation is available electronically (after opening the document, scroll to Health Plan Notices of Privacy Practices). To request a paper copy, please call **(888) 714-6544**.

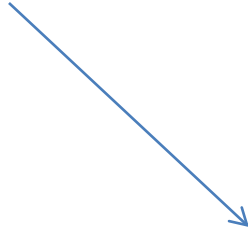
The Company does not discriminate based on sex, age, race, color, disability or national origin in health programs and activities. Please review our **Non-Discrimination Notice** for further information.

- ATTENTION: If you speak English, language assistance services, are available to you free of charge. 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.

For other languages, please review our **Language Assistance Program**.

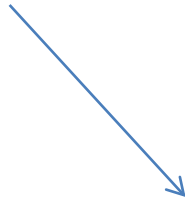
Please do not reply to this e-mail. If you have questions, please call Customer Service at the toll-free telephone number on the front of your member ID card or the number displayed when using the UHCSR Mobile App. If your ID card is not available, please call Customer Service at **(888) 714-6544 (Available 24/7)**.

This is what the email looks like 😊





This is what the screen looks like to create your account for the first time so that you can grab your Health Insurance ID Card



## Let's get you registered

Create your [HealthSafe ID](#) to help protect the security of your personal health information.

All fields are required unless marked as optional.

First Name

Last Name

Date of Birth (mm/dd/yyyy)

Identification Type

[? Help](#)

SR ID

Student ID / Civil ID / National ID (SACM)

Student ID / Civil ID / National ID (SACM)

Continue

# What Will My Health Insurance ID Card Look Like?

**UnitedHealthcare®** 2019-20 Academic Year  
**StudentResources**


Insured: @@FullName@@  
SR ID #: @@SIDID@@ Policy # (80840): 2019-203441-43  
Group Name: Purchase College - Int'l Student and Scholar


For Members: 1-888-714-6544 For Providers: 1-888-224-4875

For telehealth services visit telehelp4students.com  
or call 1-855-870-5858 for 24/7 doctor access.  
24/7 Student Assistance Program: 1-877-862-1172

Call the number on your Travel Assistance Services Card for non-insurance pre-travel services and benefits while travelling.

UnitedHealthcare Options PPO Network

 MultiPlan  
Complementary Network

 OPTUMRx

Rx Bin: 610279  
Rx PCN: 9999  
Rx Group: UHCSTRC01

ID5:19S Underwritten by UnitedHealthcare Insurance Company of New York

### Travel Assistance Services

Insured: @@FullName@@  
SR ID #: @@SIDID@@ Policy #: 2019-203441-43  
Group Name: Purchase College - Int'l Student and Scholar

If you require medical assistance and are more than 100 miles from your permanent residence, campus or are travelling/studying abroad, call UnitedHealthcare Global at:

1-844-249-0748 (toll-free) or 1-410-453-6330

or email: assistance@uhcglobal.com

Reference ID Number: 902490431

# Here's What You Can Do In UHC MyAccount

UnitedHealthcare | StudentResources

Jane  
SR ID: 1234567

HOME MY COVERAGE MY CLAIMS MY BENEFITS CARE OPTIONS MESSAGES ACTION CENTER NEED ASSISTANCE?

**My Account** **Take Action**  
1 action pending

**My Claims/Balances**

- Pending Claims  
Summary of claims pending and in progress
- Completed Claims  
Summary of finalized claims
- Member Balances  
Deductible and Out-of-Pocket Balances

**My Benefits**

- Medical
- Additional Benefits

**Care Options**

- Find Medical Provider/Estimate Cost  
Locate a Healthcare Provider
- Find Mental Health Provider  
Locate a Mental Healthcare Provider
- Student Health Center  
Your school's Student Health Center
- Telehealth Medical  
24/7 doctor access
- Telehealth Behavioral  
Online counseling services
- Pharmacy Locator  
Find a pharmacy nearby
- Not Sure Where To Go?  
Know your care options and cost

[Explore More](#)

**ID Card**  
Print, View, or Request ID card

**Pre-Trip Planning**  
Prepare for your trip abroad

**Coverage Information**  
View coverage details

**Enroll Dependent**  
Enroll dependents on your plan

**Need Assistance?**  
How may we help you?

**PRA**  
Appoint Personal Representative

List IAP  
Coordinator here  
as PRA

# Travel Abroad Enhancements

The screenshot shows a web portal with a dark blue navigation bar at the top containing the following links: HOME, MY COVERAGE, MY CLAIMS, MY BENEFITS, CARE OPTIONS, MESSAGES, ACTION CENTER, and NEED ASSISTANCE?. Below the navigation bar, the page title is "Pre-Trip Planning". On the right side of the page, there is a yellow warning icon and the text "Take Action" with "1 action pending" below it. The main content area is titled "PREPARING FOR YOUR TRIP ABROAD" and contains three sections:

- Where do I go for Medical Intelligence Reports?**  
Visit the [UHC Global Intelligence Center](#) to access Global Security and Medical Intelligence Reports.
- Where can I get more information?**  
For additional information on the Global Intelligence Center, please review the [Guide](#).
- Need a quick tutorial?**  
Watch this [video](#) for a quick guide on the Global Intelligence Center.

# Telehealth Services- Mental & Physical

**Process:** member visits the *HealthiestYou* app or website [here](#) and completes a questionnaire. Member provides their UHCSR insurance information from UHCSR ID card, emergency contacts and their goals for the service. The questionnaire will also ask for counselor preferences (gender, specialty, etc.) to ensure member is matched with a practitioner that can help meet their goals

Within 24 hours after completing the questionnaire, the member will be contacted by a counselor to schedule an appointment and decide on a communication method that best suits their needs



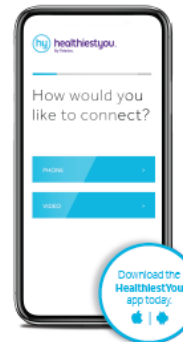
UnitedHealthcare StudentResources and HealthiestYou have partnered together to provide access to doctors and mental healthcare from anywhere you are, even while traveling internationally. All services are free for students covered under the UHCSR insurance plan; services are available for all other students for a fee, as noted below.

**From the HealthiestYou app, you can:**

**General Medical**  
Talk to a licensed doctor 24/7 by phone or video from anywhere  
\$0 for UHCSR students  
\$40 for non-UHCSR students

**Mental Health**  
Choose a therapist and schedule an appointment by phone or video (7 a.m. to 9 p.m.)

Therapist	Psychiatrist
\$0 for UHCSR student	\$0 for UHCSR student
\$85 for non-UHCSR student	\$200 for non-UHCSR students' first visit
	\$95 for non-UHCSR students' ongoing visits



# Landing Page For Physical & Mental TeleDoc Services



[Sign In](#) ▾

What you should know about the Coronavirus. [Learn more](#)



## Care that keeps up with your life

When life is always on the go, your healthcare should be, too. HealthiestYou makes sure you have access to the care you need all from one convenient place so you can be your healthiest you, always.

[Get started now](#)

[Get the app](#)





## Login to your account

Email Address

Password

Remember email

[Forgot your password?](#)

Register Now

Login

If you have questions, please contact us at +1 (866) 703-1259



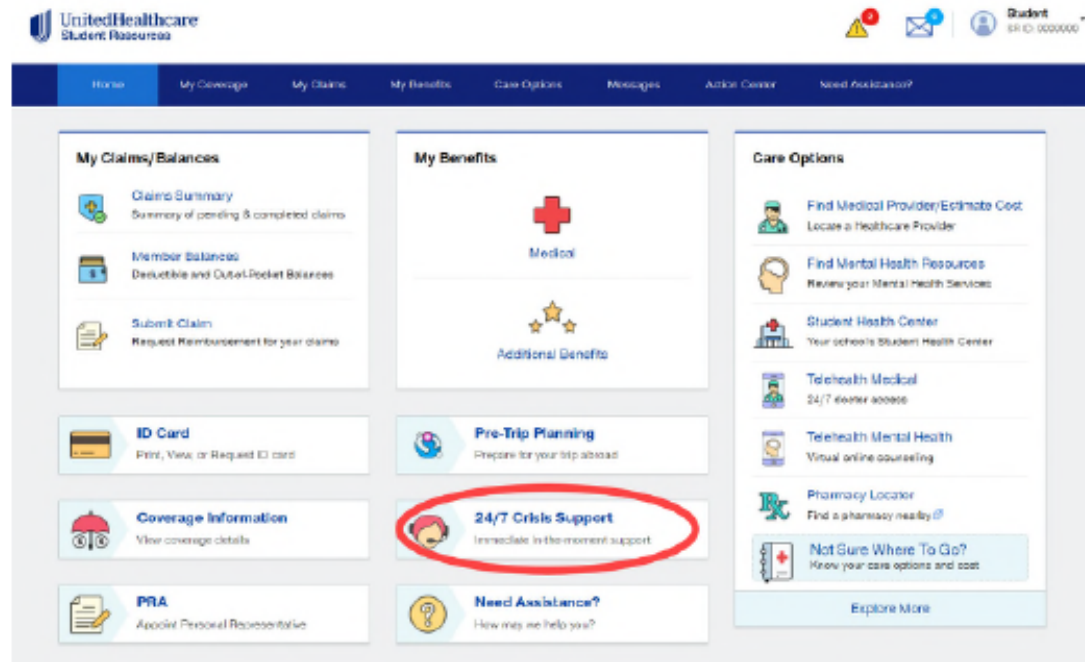
## Attention For Study Abroad Students & Staff Only:

If any student or staff member that is currently abroad reaches out to *HealthiestYou* Teledoc for Mental Health Support and is not able to be treated while they are abroad because they do not currently have a mental health provider inside the USA, please instruct them to the following alternative TeleDoc called *24/7 Crisis Support*, also available through UHCSR.

**Step 1:** Student creates their HealthSafe ID at

<https://link.edgepilot.com/s/a76d2a83/Kig0d2SHkk23QRXWkd-PA?u=http://www.uhcsr.com/myaccount>

**Step 2:** Click on the 24/7 Crisis Support tile (screenshot below) to access the phone number (which is 866-671-9302) Student will then be connected with support. Calls are recorded for quality assurance.



The screenshot shows the UnitedHealthcare Student Resources portal. The top navigation bar includes links for Home, My Coverage, My Claims, My Benefits, Care Options, Messages, Action Center, and Need Assistance?. The main content area is divided into three columns:

- My Claims/Balances:** Claims Summary, Member Balances, Submit Claim, ID Card, Coverage Information, PRA.
- My Benefits:** Medical, Additional Benefits, Pre-Trip Planning, **24/7 Crisis Support** (circled in red), Need Assistance?.
- Care Options:** Find Medical Provider/Estimate Cost, Find Mental Health Resources, Student Health Center, Telehealth Medical, Telehealth Mental Health, Pharmacy Locator, Not Sure Where To Go?.



# How Do I Locate Providers Abroad and Pay For Services?

- **Step 1:** Call 844-249-0748 (number on back of ID card or +1 – 410-453-6330) or email [assistance@uhcglobal.com](mailto:assistance@uhcglobal.com) .
- **Step 2:** UHC will advise of nearest provider that meets their standard of care.
- **Step 3:** UHC will call provider and pre-pay them for your visit.
- **Step 4:** Show your insurance ID card to any Doctor's offices that you visit, as well as pharmacies, labs, etc.

# How To File A Claim Abroad:

## Travel Abroad Claims Submissions:

If payment is not arranged at the time of service via UHC Global, the student may email all claim information to UHCSR at [si.drg@uhcsr.com](mailto:si.drg@uhcsr.com) (*a claim form is not needed to submit a claim, but UHCSR needs the student's SRID number from their insurance card*)

## Please remember when submitting a claim:

- Member must include proof of payment for reimbursement.
- If payment was made by check, a copy of the front and back of the cancelled check needs to be included.
- For all credit card payments, the credit card statement showing the cardholder's full name, institution name and payment information for each date of service is required.
- If payment was made with an ATM or Debit card, the bank statement showing the accountholder's full name, institution name and payment information for each date of service is required. UHCSR will call the provider of services to verify all cash payments.

# Trip Cancellation/Interruption Policy Benefits

- Trip Cancellation
- Trip Interruption
- Trip Delay
- Lost or Delayed Baggage
- Legal Referral
- Translation Services
- Passport/Visa Retrieval
- RX Drug/Eyeglass Replacement
- ID Theft Resolution
- Concierge Services



# Need Support?



**For Health Insurance Plan or Claim Assistance**

888-714-6544 or email [customerservice@uhcsr.com](mailto:customerservice@uhcsr.com)

**To Locate Providers Abroad, Monitor Travel Risks, View Medical Intelligence Reports, Daily Security Briefings of Global Events, View Drug and Language Translation Guides:**

844-249-0748 or email [assistance@uhcglobal.com](mailto:assistance@uhcglobal.com)



**For Broker Assistance**

866-535-0456 or [student@haylor.com](mailto:student@haylor.com)



Thank You, On Behalf Of  
The HFC Collegiate Team

