Student Health Insurance Program

SUNY The State University of New York
How Does Insurance Work Here?

• In the USA, medical expenses are very costly and without medical insurance, you 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.
How Do I Enroll?

• This insurance policy is mandatory and is included in your SUNY tuition fees for your protection.

• This plan includes:
  - Preventative (Wellness) Care and Sickness/Injury Coverage
  - Medical, Security, Political, and Natural Disaster Evacuation/Repatriation

• 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
- Labs and Imaging
- Ambulance
- Maternity and Nursery Care for a Covered Pregnancy
- Tel-A-Doc (refer to brochure)
- Medical, Political, Natural Disaster Evacuation and Repatriation
What Is My Out of Pocket Expense?

• **Deductible** – The amount you must pay annually before the insurance kicks in. *The deductible for this policy is $50 for in-network care when you are seen outside of the student health center.*

• **Coinsurance** – The cost you are required to pay each provider. *The coinsurance amount for this policy is 0% for in-network care.*

• **Co-Pay** – A fixed amount you pay directly to the provider at the time of service. *This amount varies depending on the type of covered service.*

• **In-Network** – Group of providers you must go to for the most cost-effective pricing.

*Please see video [here](#) for explanation of common insurance terminology*
# Summary of Plan Benefits

<table>
<thead>
<tr>
<th>Plan Design (Per Person, Annually)</th>
<th>In-Network Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Deductible</td>
<td>$50 (student pays this 1 time, annually, not with each visit)</td>
</tr>
<tr>
<td>Coinsurance</td>
<td>0%</td>
</tr>
<tr>
<td>Preventative Care Services</td>
<td>Covered in full (annual physical, OB-GYN)</td>
</tr>
<tr>
<td>Primary Care Visit</td>
<td>0% Coinsurance/Copay After $50 Deductible is Met</td>
</tr>
<tr>
<td>Urgent Care Visit</td>
<td>0% Coinsurance/Copay After $50 Deductible is Met</td>
</tr>
<tr>
<td>Emergency Room</td>
<td>0% Coinsurance/Copay After $50 Deductible is Met</td>
</tr>
<tr>
<td>Ambulance</td>
<td>0% Coinsurance/Copay After $50 Deductible is Met</td>
</tr>
<tr>
<td>In-Patient Hospital Care</td>
<td>0% Coinsurance/Copay After $50 Deductible is Met</td>
</tr>
<tr>
<td>Prescription Drugs</td>
<td>$10 (tier 1)/$20 (tier 2)/$20 (tier 3)</td>
</tr>
</tbody>
</table>
How Do I Get Started?

You will receive an email from notifications@uhcsr.com that an ID card is available for you, and to view, download or request a hard copy ID Card, to please visit here (https://myaccount.uhcsr.com/)
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 (866) 714-0544.

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.
- ATENCION: Si habla español (Spanish), hay servicios de asistencia de idiomas, sin cargo, a su disposición. Límite al 1-866-260-2723.
- 請注意：如果您说中文 (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 (866) 714-0544 (Available 24/7)
Login to My Account to access and manage your policy.

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.
Create an online account to access the best parts of your plan.

First, Verify Your Credentials

A. First Name *

B. Last Name *

C. Date of Birth (MM/DD/YYYY) *

D. Email or Student ID or SR ID *

E. Email or Student ID or SR ID

BACK TO LOGIN  NEXT
You Can Access Your Account from Your Computer, iPad or SmartPhone 24/7

Welcome to the new My Account. Healthcare is in your hands.
Here’s What You Can Do In Your UHC Account
Telehealth Services- Mental & Physical

**Process:** member visits the *HealthiestYou* app 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.
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

Please enter email address

Password

Please enter password

Remember email

Forgot your password?

Register Now   Login

If you have questions, please contact us at +1 (866) 703-1259
What Will My Health Insurance ID Card Look Like?

**Travel Assistance Services**

Insured: @@FullName@@  
SR ID #: @@SIDID@@  
Policy #: 2018-601842-1  
Group Name: Demonstration University 3

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

If you require medical assistance and are more than 100 miles from your permanent residence, campus or are travelling 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
Need Support?

For Health Insurance Plan or Claim Assistance
888-714-6544 or email customerservice@uhcsr.com

For UHC Telehealth
1-855-870-5858
To Locate a Provider click here

For General Assistance
866-535-0456 or student@haylor.com
Thank You, On Behalf Of The HFC Collegiate Team