

Hofstra University

Zucker School of Medicine

2024–2025

Student Health Insurance Plan

# Frequently Asked Questions



Student Health &  
Special Risk



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## Contacts

Answer Needed	Who To Contact	Contact Information
Enrollment, coverage, or service concerns ID cards	Gallagher Student Health & Special Risk	500 Victory Road Quincy, MA 02171 Website: <a href="http://www.gallagherstudent.com/hofstra">www.gallagherstudent.com/hofstra</a> click the 'Help Center' link
Benefits, claims, claims payments incurred & Tax forms	<b>UnitedHealthcare StudentResources</b>	UnitedHealthcare StudentResources P.O. Box 809025 Dallas, TX 75380-9025 Phone: 1-866-948-8472 Email: <a href="mailto:gshcustomerservice@uhcsr.com">gshcustomerservice@uhcsr.com</a> Website: <a href="http://www.uhcsr.com/myaccount">www.uhcsr.com/myaccount</a>
Preferred Provider Network	<b>UnitedHealthcare Choice Plus PPO</b>	Phone: 1-866-948-8472 Website: <a href="http://www.gallagherstudent.com/Hofstra">www.gallagherstudent.com/Hofstra</a> Click on 'Find a Doctor'
Participating pharmacies	<b>UHC Pharmacy Program</b>	Phone: 1-866-948-8472 Website: <a href="http://www.gallagherstudent.com/Hofstra">www.gallagherstudent.com/Hofstra</a> click on 'Pharmacy Program'
Voluntary Dental	Ameritas	Phone: 1-855-672-3232 (refer to website for plan costs)
Gallagher Student Health Complements (SHIP Plan Enhancements)	<b>UnitedHealthcare Global</b>	Toll-free within the United States: 1-800-527-0218 Collect from outside of the United States: 1-410-453-6330 Email: <a href="mailto:assistance@UHCGlobal.com">assistance@UHCGlobal.com</a>
Worldwide assistance services (medical evacuation and repatriation)	<b>24/7 Assistance Program</b>	Phone: 1-877-862-1172



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Answer Needed	Who To Contact	Contact Information
Telehealth services	HealthiestYou	Phone: 1-855-870-5858 Website: <a href="https://www.healthiestyou.com/">https://www.healthiestyou.com/</a>

## Getting Started

### How do I log into the portal to enroll in or waive the Student Health Insurance Plan (SHIP)?

1. Visit [www.gallagherstudent.com/hofstra](http://www.gallagherstudent.com/hofstra).
2. Under “Profile,” enter your student email address and click “Log In.”

**First-time users:** An email from Gallagher Student Health will be sent to your student email with a temporary password. Click on the link provided in the email and insert the temporary password. (If you did not receive a temporary password, you can choose the “Forgot your password?” option on the login page.)

### As a Zucker School of Medicine student, How do I enroll?

Please note, 2023-2024 coverage was through Aetna Student Health and the 2024-2025 coverage will be through United Healthcare Student Resources.

1. Go to [www.gallagherstudent.com/hofstra](http://www.gallagherstudent.com/hofstra).
2. Login under “Profile.”
3. Click on the “ENROLL” button under “Plan Summary.”
4. Complete and submit the form by following the instructions.
5. Enrollment confirmation email will be sent.

### How do I enroll my dependents?

1. Go to [www.gallagherstudent.com/hofstra](http://www.gallagherstudent.com/hofstra).
2. Follow the login instructions.
3. Click on the “ENROLL” button under “Plan Summary.”
4. Follow the instructions to complete the form to:
  - a. Enter your “dependent spouse/partner” and/or “dependent children.”
  - b. Upload supporting documentation.\*



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- c. Enroll your dependents
5. You will be prompted to submit payment.
6. Once your dependents have been approved, you will receive an enrollment confirmation email.

You must purchase dependent insurance for the same coverage period as your own coverage; it can't be for a longer or shorter period than your own. For example, if you enroll for fall coverage, your dependents need to be enrolled for fall coverage; you wouldn't be able to enroll them for annual coverage. If you enroll for fall coverage and do not enroll your dependents at that time, you cannot enroll your dependents unless a qualifying event occurs.

***\*Note:** If enrolling a dependent for the first time in SHIP, documentation needs to be uploaded at the time of submission. For example, a marriage certificate for a dependent spouse or birth certificate for a dependent child.*

## Waiving SHIP Coverage

To be eligible to waive your SHIP, you must be currently enrolled in a health insurance plan that meets your school's waiver requirements.

Waiver requirements include being enrolled in a health insurance plan that is fully compliant with all provisions of the Affordable Care Act (ACA), requires you to have access to providers near campus and coverage for services beyond urgent and emergency services. Therefore, if you are enrolled in an out-of-state HMO or Medicaid plan, your coverage will likely be limited — or unavailable — outside of your state's service area and will not meet your school's waiver requirements. **If a claim is submitted before you have an approved waiver, you will remain enrolled in the plan.**

1. Go to **Enrollment confirmation email will be sent**
2. Follow the login instructions.
3. Click on the "WAIVE" button under "Plan Summary."
4. You will need your health insurance information.
5. Follow the instructions to complete the form.
6. A reference number will be emailed upon submission; however, final determination may take 24–48 hours.

***Note:** Your insurance information is required to complete the waiver form; you do not need to upload documents at the time of initial submission. You will receive an email notification if additional documents are needed.*



## If you successfully waived SHIP coverage but decide to enroll at a later date, you can cancel the waiver form after it's been submitted by following the directions below.

This must be completed prior to the waiver/enrollment deadline.

1. Go to [www.gallagherstudent.com/hofstra](http://www.gallagherstudent.com/hofstra).
2. Follow the login instructions.
3. Navigate to "Account Details."
4. Click "Click Here to Rescind Your Waiver."
5. Click "Rescind My Waiver."

**Note:** Once your waiver is rescinded, this action cannot be reversed. You may not edit your form after the waiver deadline.

## If I waive, but then lose my coverage, can I enroll in SHIP or enroll my dependents if they lose coverage?

If you waive SHIP and then lose coverage, you can enroll in the plan. Losing coverage is categorized as a Qualifying Life Event. Other Qualifying Life Events include:

- Reaching the age limit of another health insurance plan.
- Involuntary loss of coverage from another health insurance plan.

### You can only add eligible dependent(s) outside of the enrollment period if one of these qualifying events occurs:

- You get married
- You have a child
- You get divorced
- Your dependent enters the country for the first time
- Your dependent loses coverage under another insurance plan

### To initiate the Qualifying Life Event process:

1. Go to [www.gallagherstudent.com/hofstra](http://www.gallagherstudent.com/hofstra).
2. Follow the login instructions.
3. Click on "Enroll-Qualifying Life Event."
4. Complete the online form and upload the required supporting document, such as the loss of coverage letter from your prior health insurance company showing your name and the last day of coverage.

**Note:** Read the form carefully as it contains very specific information on the Qualifying Life Event process.



## Once enrolled, can I cancel? Get a refund?

You can request to terminate the remainder of the coverage (and receive a pro-rated premium refund) in the following situations:

1. You are entering the armed forces.
2. You submit a Termination of Coverage form to Gallagher Student Health & Special Risk to cancel your coverage.

### To Request Termination of Coverage

1. Go to [www.gallagherstudent.com/hofstra](http://www.gallagherstudent.com/hofstra).
2. In the "Account Detail" tile under "Plan Summary," click the "Termination of Coverage" link.
3. Complete the termination form and choose your appropriate termination reason.
4. Some selections, like "Alternate Coverage," will prompt you to provide alternate insurance information.
5. Submit the form.

If your request is approved, your coverage will terminate at the end of the month during which we received the request. Note: If your health coverage does not meet your school's waiver requirements, you will not be allowed to terminate coverage. Also, the prorated premium refund will be credited to your student account at the end of month.

## Where can I get more information about my plan?

Go to [www.uhcsr.com](http://www.uhcsr.com).

## Have changes been made to this year's plan?

Here are the changes made for the 2024–2025 Policy Year:

- The Insurance Carrier changed from Aetna to United Healthcare Student Resource
- The Pharmacy Benefits Manager Changed from CVS to United Healthcare Optum Rx.
- The Travel Assistance provider changed from OnCall International to UHC Global.
- Dependent enrollment is now direct pay through Gallagher Student Health.

## Am I still covered while traveling? When studying abroad?

Yes, your plan covers you wherever you are. If you are enrolled in SHIP and paid the premium, you'll be covered. Your plan also provides you with 24-hour Worldwide Travel Assistance, which includes services ranging from a lost passport to helping with emergency medical assistance or arranging emergency medical



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evacuation or repatriation of remains. It's important to contact UHC Global 1-855-289-2618 before making arrangements on your own. Otherwise, these services will not be covered.

To access these services, please see the contact information on the back of your ID card or in [My Account](#). For more information on Global Emergency Services, please review the Assistance and Evacuation Benefits section in your Brochure-Certificate.

**Other information about seeking medical care abroad:**

- Always keep your SHIP ID card with you.
- Save a copy of the plan brochure and/or bookmark your student health website.
- If you get sick while abroad, you will likely need to pay for your care first and then submit bills for reimbursement. Your covered expenses will likely be considered an out-of-network expense.
- Before you submit claims for reimbursement, have the itemized bill(s) translated into English. Also include a letter informing the claims administrator you already paid for the healthcare service and need to be reimbursed.

Write your name, ID number, address and school name on your bill(s). This will help the claims company process your reimbursement request correctly and promptly



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