

Below are procedures for submitting claims related to Injury Only policies and IC Sports injuries to UnitedHealthcare *StudentResources* (UHCSR).

**What to do after an injury occurs\*:**

- The Student should contact their *Authorized* person at the School (*Athletic Director, Coach, Trainer or Properly Delegated Authority*) as soon as possible after an injury occurs to obtain:
  - The *Injury Only and IC Sports Claim Form*
  - The ID card image (student can print their name on the ID card)
- The **Authorized** person at the School will need to
  - Add the Policy Number (e.g. 2020-234567-8) as shown on the ID card image.
    - The 7-digit # on ID card can be left blank if not available.
  - Complete and **sign Part I** of the *Injury Only and IC Sports Claim Form*
- The **Student (parent or guardian if under the age of 18)** will need to:
  - Complete and **sign Part II** of the *Injury Only and IC Sports Claim Form*

**\*A new *Injury Only and IC Sports Claim Form* is required for each Injury and IC Sports injury. Failure to submit proper documentation may result in claim delays.**

**If the Student has other insurance coverage:**

- If the UHCSR student insurance plan allows benefits in excess of other insurance, claims must be submitted to the primary insurance carrier first.
- After the claim is processed by the primary insurance carrier, submit the following to UHCSR:
  - Detailed receipt or bill (must include diagnosis, procedure code, service date and cost)
  - Explanation of Benefits (EOB) from the primary carrier, if applicable
  - Completed *Injury Only and IC Sports Claim Form*

**Claim Documents can be submitted using one of the following methods:**

- **Mail to:** UnitedHealthcare *StudentResources* P.O Box 809025 Dallas, TX, 75380-9025.
- **Online:** Upload completed *Injury Only and IC Sports Claim Form* via: [My Account](#) .\*
- **Email:** Completed *Injury Only and IC Sports Claim Form* to: [SI.DRG@uhcsr.com](mailto:SI.DRG@uhcsr.com)

**\*If the Student does not have an injury/sickness policy with UHCSR, email the completed *Injury Only and IC Sports Claim Form***

**Questions or Claims Inquires:**

- If the Student needs assistance from someone at the School to discuss their claim issues with UHCSR, the Student must complete a Personal Representative Appointment Form (PRA) and submit to UHCSR.
  - The PRA form is available via [www.uhcsr.com](http://www.uhcsr.com) and can be submitted online through [My Account](#) .\*
  - If the Student does not have **My Account**, one can be created by using the [My Account](#) .\*
  - (Provided the Student also has medical coverage with UHCSR)
  - The Student can request the form by contacting Customer Service (see below) and download the form at [www.uhcsr.com/insurance-forms](http://www.uhcsr.com/insurance-forms).
- The Student and or Personal Representative can contact Customer Service:
  - **Phone:** Call the phone number on front of the ID card  
Select "0" to speak with a representative\*
  - **General Customer Service inquires:** [customerservice@uhcsr.com](mailto:customerservice@uhcsr.com) \*
  - **Email Claims Questions:** [claims@uhcsr.com](mailto:claims@uhcsr.com) for claim questions\*

**\*The Student should identify that they are an athlete and provide the School name, Policy number (e.g. 2020-234567-8) and the 7 digit # on ID card, if available, otherwise full name and date of birth will be needed.**