

American Museum of Natural History

Richard Gilder Graduate School

2024–2025

Student Health Insurance Plan

# Frequently Asked Questions



# Table of Contents

**Contacts ..... 2**

**Getting Started ..... 3**

*How do I log into the portal to enroll in the Student Health Insurance Plan (SHIP)? ..... 3*

*Where can I get more information about my plan? ..... 3*

*Have changes been made to this year’s plan? ..... 3*

*Am I still covered while traveling? When studying abroad? ..... 3*

## Contacts

Answer Needed	Who To Contact	Contact Information
Enrollment, coverage, or service concerns	UnitedHealthcare StudentResources	P.O. Box 809025 Richardson, TX 75380 Phone: 1-866-948-8472 Email: <a href="mailto:Customerservice@uhcsr.com">Customerservice@uhcsr.com</a> Website: <a href="http://www.uhcsr.com">www.uhcsr.com</a>
ID cards, benefits, claims, claims payments incurred & Tax forms	UnitedHealthcare StudentResources	P.O. Box 809025 Richardson, TX 75380 Phone: 1-866-948-8472 Email: <a href="mailto:Customerservice@uhcsr.com">Customerservice@uhcsr.com</a> Website: <a href="http://www.uhcsr.com">www.uhcsr.com</a>
Preferred Provider Network	UnitedHealthcare Choice Plus	Phone: 1-866-948-8472 Website: <a href="http://www.gallagherstudent.com/amnhrggs">www.gallagherstudent.com/amnhrggs</a> , click "Find a Doctor"
Participating pharmacies	Name of Pharmacy Network	Phone: 1-855-828-7716 Website: <a href="http://www.gallagherstudent.com/amnhrggs">www.gallagherstudent.com/amnhrggs</a> , click "Pharmacy Program"
Voluntary Dental	Ameritas	Phone: 1-855-672-3232
Gallagher Student Health Complements (SHIP Plan Enhancements)	EyeMed (Discount Vision) Basix (Dental Savings) SilverCloud (Behavioral Health)	EyeMed Phone: 1-866-839-3633 Website: EyeMed.com  Basix Phone: 1-888-274-9961 Websites: <a href="http://www.basixstudent.com">www.basixstudent.com</a>  Silvercloud Website: <a href="https://gsh.silvercloudhealth.com/signup/">https://gsh.silvercloudhealth.com/signup/</a>
Worldwide assistance services (medical evacuation and repatriation)	UnitedHealthcare Global	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>
Additional Student Assistance Programs	Student Assistance Program	Website: <a href="http://www.uhcsr.com">www.uhcsr.com</a>
Telehealth services	Healthiest You	Website: <a href="http://www.telehealth4students.com">www.telehealth4students.com</a>

## Getting Started

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

All graduate students are enrolled in SHIP on a mandatory

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

1. Visit <https://www.uhcsr.com/>
2. Type “American Museum of Natural History - Richard Gilder Graduate School” into the box.

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

No changes were made to the plan for the 2024–2025 Policy Year.

### 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 evacuation or repatriation of remains. It's important to contact United Healthcare Global at 1-800-527-0218 before making arrangements on your own. Otherwise, these services will not be covered.

#### 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.