

Louisiana State University – HSC Shreveport  
2024–2025 Student Health Insurance Plan  
**Frequently Asked Questions**



# Table of Contents

- Contact Information** ..... 2
  - Who do I contact?*..... 2
- Getting Started** ..... 3
  - Where can I learn about the student health insurance plan (SHIP)?*..... 3
- Enrolling in My SHIP** ..... 3
  - Am I eligible for student health insurance?*..... 3
  - How do I login to enroll or waive (opt out) of SHIP?*..... 3
  - How do I enroll?*..... 3
  - How do I enroll my dependents?* ..... 4
  - Can I enroll my dependents outside of the open enrollment period?*..... 4
  - Am I eligible to waive?* ..... 5
  - How do I waive health insurance coverage?*..... 5
  - Can I cancel my waiver form after I've submitted it?* ..... 5
  - If I waive, but then lose my coverage, can I enroll in SHIP or enroll my dependents if they lose coverage?* ..... 6
  - Once enrolled, can I cancel? Get a refund?*..... 6
- About My Benefits** ..... 6
  - How can I get more information about my plan?* ..... 6
  - Have changes been made to this year's plan?*..... 6
  - Am I still covered if I live off campus? While traveling? When studying abroad?*..... 7
  - Am I still covered after I graduate?*..... 7
  - What other services are available to me through my SHIP?*..... 7
  - What other insurance products are available to students?*..... 8

<sup>1</sup> This document is intended as a general summary. It is not inclusive of all benefits, restrictions and exclusions in your Student Health Insurance Program. Insurance brokerage and related services to be provided by Gallagher Affinity Insurance Services, Inc. (License No. 100310679 | CA License No. 0783129).

## Contact Information

### Who do I contact?

Answer Needed	Who To Contact	Contact Information
Enrollment, coverage, or service concerns	Gallagher Student Health & Special Risk	500 Victory Road, Quincy, MA 02171 Website: <a href="http://www.gallagherstudent.com/lsu-hscshreveport">www.gallagherstudent.com/lsu-hscshreveport</a> , click 'Help Center' link
ID cards, benefits, claims, claims payments incurred & Tax forms	UnitedHealthcare StudentResources	UnitedHealthcare StudentResources P.O. Box 809025 Dallas, TX 75380-9025 Phone: 1-866-948-8472 Email: <a href="mailto:GKClaims@uhcsr.com">GKClaims@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/lsu-hscshreveport">www.gallagherstudent.com/lsu-hscshreveport</a> , click 'Find a Doctor'
Participating pharmacies	UnitedHealthcare Pharmacy Network	Phone: 1-855-828-7716 Website: <a href="http://www.gallagherstudent.com/lsu-hscshreveport">www.gallagherstudent.com/lsu-hscshreveport</a> , click 'Pharmacy Program'
Voluntary Dental and Vision	Humana	Phone: 1-800-233-4013
Gallagher Student Health Complements (SHIP Plan Enhancements)	Coast to Coast Vision (Discount Vision)	800-252-3059 <a href="http://findbestbenefits.com/student">findbestbenefits.com/student</a>
	UNI-CARE (Dental Savings)	800-252-3059 <a href="http://findbestbenefits.com/student">findbestbenefits.com/student</a>
	SilverCloud (Behavioral Health)	<a href="https://qsh.silvercloudhealth.com/signup/">https://qsh.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@UHGlobal.com">assistance@UHGlobal.com</a>
Telehealth services	Healthiest You	Phone: 1-855-870-5858 Website: <a href="http://www.telehealth4students.com">www.telehealth4students.com</a>

## Getting Started

### Where can I learn about the student health insurance plan (SHIP)?

Visit [www.gallagherstudent.com/lsu-hscshreveport](http://www.gallagherstudent.com/lsu-hscshreveport).

## Enrolling in My SHIP

### Am I eligible for student health insurance?

All full-time and part-time domestic students of LSU – HSC Shreveport are automatically enrolled in this insurance plan at registration, unless proof of comparable coverage is furnished. Once you meet eligibility for the first 31 days from the effective date of your Plan, you are enrolled for the remainder of the coverage period. Home-study, correspondence and online courses do not fulfill this requirement.

### How do I login to enroll or waive (opt out) of SHIP?

1. Visit [www.gallagherstudent.com/lsu-hscshreveport](http://www.gallagherstudent.com/lsu-hscshreveport).
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.)

### How do I enroll?

1. Go to [www.gallagherstudent.com/lsu-hscshreveport](http://www.gallagherstudent.com/lsu-hscshreveport).
2. Login under "Profile."
3. Click on the "Enroll" button under "Plan Summary."
4. Complete and submit the form by following the instructions.
5. You will be prompted to submit payment.
6. Enrollment confirmation email will be sent.



## How do I enroll my dependents?

1. Go to [www.gallagherstudent.com/l-su-hscshreveport](http://www.gallagherstudent.com/l-su-hscshreveport).
2. Follow the login Instructions.
3. Click "Enroll".
4. Follow the instructions to complete the form to enter and enroll your "Dependent Spouse/Partner" and/or "Dependent Children".
5. You will be prompted to submit payment.

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 Dependent Spouse or Birth Certificate for Dependent Child.

## Can I enroll my dependents outside of the open enrollment period?

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

In such cases, you will login at [www.gallagherstudent.com/l-su-hscshreveport](http://www.gallagherstudent.com/l-su-hscshreveport) and click on the "ENROLL-QUALIFYING LIFE EVENT" button. Supporting documentation and payment to Gallagher Student Health & Special Risk will be required. If approved, coverage for your dependents will start on the date of the qualifying event. Your premium will be pro-rated. The qualifying life event process must be initiated within 31 days of the qualifying event. Requests received after 31 days will not be processed.

Note: Once your dependent is enrolled, you can't terminate dependent coverage unless you lose your Student Health Insurance eligibility.



Student Health &  
Special Risk

## Am I eligible to waive?

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, your coverage will likely be limited — or unavailable — outside of your HMO's service area and will not meet your school's waiver requirements. If a claim is submitted before you have an approved waiver, you must stay enrolled in the plan.

## How do I waive health insurance coverage?

1. Go to [www.gallagherstudent.com/l-su-hscshreveport](http://www.gallagherstudent.com/l-su-hscshreveport).
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.

## Can I cancel my waiver form after I've submitted it?

Yes, but only if it's before your waiver/enrollment deadline of September 13, 2024.

1. Go to [www.gallagherstudent.com/l-su-hscshreveport](http://www.gallagherstudent.com/l-su-hscshreveport).
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 waiver is rescinded, this action cannot be reversed. You may not edit your form after September 13, 2024.



## 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.

### To initiate the Qualifying Life Event process:

1. Go to [www.gallagherstudent.com/lsu-hscshreveport](http://www.gallagherstudent.com/lsu-hscshreveport).
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?

Once you are enrolled in SHIP, you will remain enrolled in the plan for the full coverage period. **You have no option to terminate coverage** unless you enter the armed forces. In that case we will refund, or your student account will be credited, a pro-rated share of your premium. If you are an international student who is withdrawing or graduating from your school and returning to your home country, you may qualify for a refund of premium.

## About My Benefits

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

Go to [www.gallagherstudent.com/lsu-hscshreveport](http://www.gallagherstudent.com/lsu-hscshreveport) or [Louisiana State University | UnitedHealthcare Student Resources \(uhcsr.com\)](http://Louisiana State University | UnitedHealthcare Student Resources (uhcsr.com)).

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

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



Student Health &  
Special Risk

## Am I still covered if I live off campus? 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 UnitedHealthcare Global Toll-free at 1-800-527-0218 within the United States; or, collect at 1-410-453-6330 from outside of the United States 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.

## Am I still covered after I graduate?

You are covered under your SHIP until the end of the policy period for which you are enrolled in SHIP and have paid your premium. If you enrolled and paid for annual or spring/summer coverage and graduate in the spring, you will be covered until the end of the policy year. However, if you graduate at the end of the fall semester, your coverage will end at the end of that semester. You may be able to purchase a continuation plan. To learn more, go to [www.gallagherstudent.com/lsu-hscshreveport](http://www.gallagherstudent.com/lsu-hscshreveport).

## What other services are available to me through my SHIP?

### Coast to Coast Vision™

This is a discount program— not insurance—that will help make vision care more affordable. Students save 10% to 60% off eyeglasses, contact lenses and other retail eyewear items, as well as 10% to 30% off eye examinations at any participating Coast to Coast Vision™ provider and 40% to 50% off the national average on LASIK. For more information, to access your Coast to Coast Vision™ membership card, visit student, or for questions about the discount plan, call 800-252-3059.





### UNI-CARE

This is a discount program— not insurance— that will help make dental care more affordable. Students save 10% to 50% on dental care expenses at any participating UNI-CARE dental provider nationwide. For more information, to access your UNI-CARE membership card, visit student, or for questions about the discount plan, call 800-252-3059.

### SilverCloud Behavioral Health

SilverCloud Health offers online, self-guided programs designed for young adults to address anxiety, depression, stress, resilience, or insomnia. Based on cognitive behavioral therapy principles, these self-guided programs are available any time, on any device. To start on your path to better managing your well-being, visit <https://gsh.silvercloudhealth.com/signup/>

### What other insurance products are available to students?

The following services are also available to students:

**Dental and Vision Insurance Plans are available** to all students to purchase on a voluntary basis at an additional cost. The dental and/or vision plan is available through Humana. Students and their eligible dependents can enroll in these plans on a voluntary basis. The premium rates are as follows:

VISION	MONTHLY PREMIUM	ANNUAL 8/1/2024-7/31/2025
Student	\$6.24	\$74.88
Student + 1 (Spouse or Child)	\$12.48	\$149.76
Student + Family	\$16.73	\$200.76
DENTAL	MONTHLY PREMIUM	ANNUAL 8/1/2024-7/31/2025
Student	\$36.34	\$436.08
Student + 1 (Spouse or Child)	\$78.16	\$937.92
Student + Family	\$117.77	\$1,413.24

**NOTE:** Students newly eligible for coverage starting in the Spring semester may enroll between 12/1/2024 and 1/31/2025 for 1/1/2025 coverage effective date. Please contact your local Member Advocate at (225) 906-1280 with any questions concerning your new benefits.

To Enroll:

1. Go to [www.gallagherstudent.com/lsu-hscshreveport](http://www.gallagherstudent.com/lsu-hscshreveport).
2. Follow the log in instructions.
3. Click on “Enroll” under the desired ‘Plan Summary’, e.g. 2024-2025 LSU HSC Shreveport Medical School Voluntary Dental Insurance or 2024-2025 LSU HSC Shreveport Medical School Voluntary Vision Insurance.



Student Health & Special Risk



4. Complete the enrollment form and submit payment.
5. You will be sent a confirmation email along with the receipt of payment.

**Personal property and Renters Insurance** are available to all students on a voluntary basis and covers you while on- or off-campus, at home, or abroad. All of your belongings including cell phones, laptops, clothing, books and much more are protected from accidental damage, theft, fire damage and water damage. For details, go to [www.gallagherstudent.com/property](http://www.gallagherstudent.com/property) to get a quote and enroll. Please visit [www.gallagherstudent.com](http://www.gallagherstudent.com) for complete details about additional insurance products and how to enroll.