



UNIVERSITY OF CENTRAL FLORIDA



# University of Central Florida *Voluntary Program* 2020-2021 Student Health Insurance Plan (SHIP) **Frequently Asked Questions**



Student Health &  
Special Risk

# “How do I...?”

## Log in

1. Go to [www.gallagherstudent.com/UCF](http://www.gallagherstudent.com/UCF).
2. On the top right corner of the screen, click “Student Login”.
3. Follow the login instructions.

## Enroll

1. Go to [www.gallagherstudent.com/UCF](http://www.gallagherstudent.com/UCF).
2. On the left toolbar, click “Student Enroll”.
3. Log in (if you haven’t already) by following the instructions on the website.
4. Follow the instructions to complete the form and submit payment.
5. Save a copy of your reference number.

## Enroll my dependents

**Dependent enrollment must be completed at the same time as your own initial plan enrollment.**

1. Go to [www.gallagherstudent.com/UCF](http://www.gallagherstudent.com/UCF).
2. On the left toolbar, click “Student Enroll”.
3. Log in (if you haven’t already) by following the instructions on the website.
4. Follow the instructions to complete the form and submit payment.
5. Save a copy of your reference number.

## Obtain an ID card

ID cards are usually available 5-7 business days after your eligibility is confirmed.

1. Go to [www.uhcsr.com/MyAccount](http://www.uhcsr.com/MyAccount).
2. If you have created a UHCSR Account in the past, log in.
3. If you have not created a UHCSR Account, Click “Create Account”.
4. Complete the registration form using your name, date of birth, and student ID number.
5. Once logged in, you will have access to ID cards, Claim information, EOBs and other plan-related information.

## Obtain a tax form

If the federal government requires reporting of health insurance coverage for 2020, tax forms will be mailed to the address on file by either the Insurance Carrier or the Claims Administrator. Please refer to the Important Contact Information Section of this document for further information.

## Print a Verification Letter

Verification Letters are usually available 5-7 business days after your eligibility is confirmed.

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Please refer to “My Benefits and Plan Information” on the plan website for full details.

# “How do I...?”

1. Go to [www.gallagherstudent.com/UCF](http://www.gallagherstudent.com/UCF).
2. On the left toolbar, click “Account Home”.
3. Log in by following the instructions on the website (if you haven’t already).
4. On the left toolbar, under “My Account”, click on “Authorize Account.”
5. Enter your Student ID number and your date of birth.
6. Click on “Authorize Account.”
7. You will be redirected to the “Account Home” page, then click on “Verification Letter” under “Coverage History.”

## View my account information

1. Go to [www.gallagherstudent.com/UCF](http://www.gallagherstudent.com/UCF).
2. Log in by following the instructions on the website (if you haven’t already).
3. On the left toolbar, under “My Account,” click on “Authorize Account”.
4. Enter your Student ID number and your date of birth.
5. Click on “Authorize Account”.
6. You will be redirected to the “Account Home” page where you can see your current coverage, claims ID number (if applicable), and contact information.

## Change my address

1. Go to [www.gallagherstudent.com/UCF](http://www.gallagherstudent.com/UCF).
2. On the left toolbar, click “Customer Service”.
3. Under the “Choose Help Topic” dropdown, select “Address Change”.
4. Complete the required fields.
5. Click “Submit”.

Make sure you also notify your school of your address change.

## Find a Doctor

Go to [www.gallagherstudent.com/UCF](http://www.gallagherstudent.com/UCF) and click on “Find a Doctor”.

## Find a Participating Pharmacy

Go to [www.gallagherstudent.com/UCF](http://www.gallagherstudent.com/UCF) and click on “Pharmacy Program”.

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## Eligibility

### Am I eligible for student health insurance?

- Undergraduate students enrolled in 12 credit hours (or considered full-time) or graduate students enrolled in 9 credit hours (or considered full-time).
- Part-time students are not eligible for coverage.
- Credit hour requirement can be met by a combination of online and on campus credit hours, not to exceed 50% online. As a result of students needing to study remotely due to COVID-19, online credit hours can exceed 50% for the Fall Semester.

## Insurance Plan Benefits

### What benefits does your SHIP provide?

Your SHIP is fully compliant with the Affordable Care Act (ACA) and all other federal and state mandates. It pays for a variety of medical services, including hospital room and board, inpatient and outpatient surgical procedures, labs and x-rays, chemotherapy and radiation, inpatient and outpatient mental health services, physician office visits, consultant visits, ambulance, emergency care and prescription drugs.

It covers preventive care services at no cost when you use in-network providers. This includes routine physicals and examinations, screenings, GYN examinations, and most immunizations.

It pays for 80% of your medical fees when you use in-network providers. This is the advantage to using in-network providers. When you use out-of-network providers the coinsurance is less which means your potential out-of-pocket costs are more. There may be copayments and deductibles you'll be responsible for paying.

### Need more information about your plan?

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

### What changes have been made to the Plan for the 2020-2021 Policy Year?

- No Plan design changes.
- ID Cards will be available exclusively at [www.uhcsr.com/myaccount](http://www.uhcsr.com/myaccount) or download the UHCSR App.
- Better Help and Healthiest you are now both under Healthiest you.
- United Healthcare's Pharmacy network will implement Step Therapy and Prior Authorization for the 2020-2021 Policy year..

### Other features of your SHIP:

- It has a \$500 per policy year deductible for In-network medical services.
- It has a \$800 per policy year per deductible for Out-of-network medical services.
- For UHCSR, change to 31-day For prescription drugs from participating pharmacies, you will pay:
  - a \$15 copay for a 30-day supply of a generic/Tier-1 drug
  - a \$50 copay for a 30-day supply of a preferred brand name/Tier-2 drug,
  - a \$100 copay for a 30-day supply of a non-preferred brand name/Tier-3 drug.

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# “How do I...?”

- Note: in some cases, your doctor must get permission from the insurance company before prescribing a drug. You can see which drugs require preapproval by visiting [www.gallagherstudent.com/UCF](http://www.gallagherstudent.com/UCF).

## Does your plan include dental and/or vision benefits?

If you're 18 or younger, you can get preventive dental and vision benefits with this plan. The same holds true for your enrolled eligible dependents as long as they are 18 or younger. For details, refer to your SHIP brochure or certificate.

## More information about your dental and vision options

To enroll in a voluntary dental plan or voluntary vision plan (additional cost), go to [www.gallagherstudent.com/UCF](http://www.gallagherstudent.com/UCF).

## How much does the SHIP cost?

	Annual 8/15/20-8/14/21	Fall 8/15/20-12/31/20	Spring/ Summer 1/1/21-8/14/21	Summer 5/10/21-8/14/21
<b>Student Only*</b>	\$6,137.00	\$2,270.00	\$3,800.00	\$1,631.00
<b>Spouse*</b>	\$6,137.00	\$2,270.00	\$3,800.00	\$1,631.00
<b>One Child*</b>	\$6,137.00	\$2,270.00	\$3,800.00	\$1,631.00
<b>Two or More Children*</b>	\$12,274.00	\$4,540.00	\$7,600.00	\$3,262.00
<b>Spouse and Two or More Children*</b>	\$18,411.00	\$6,810.00	\$11,400.00	\$4,893.00

\*A nominal, non-refundable processing fee applies.

## Do I need a referral from my school's Health Services to see an off-campus health provider?

No, you don't need a referral. However, seeking care or advice first from UCF Student Health Services is a good idea, since they can connect you with valuable on-campus services or refer you to providers they know off-campus. For more information, visit your school's Health Services website [www.studenthealth.ucf.edu](http://www.studenthealth.ucf.edu).

## Am I still covered if I live off campus or I'm traveling or studying abroad?

Yes, your plan covers you wherever you are - during semester breaks and summer vacation. This is true even if you're traveling or studying abroad. As long as you're enrolled in SHIP and you paid your premiums, you'll be covered.

## More information about off-campus, travel and study abroad

In addition to being covered for medical treatment and services, your plan also offers 24-hour Worldwide Travel Assistance which includes services ranging from a lost passport to helping with emergency medical assistance or arranging for emergency medical evacuation or repatriation of remains. It's important to contact UnitedHealthcare Global to make the arrangements for you, so contact them before making arrangements on your own. If you don't contact them first, these services will not be covered.

Other information about seeking medical care abroad:

- Always keep your SHIP ID card with you.

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# “How do I...?”

- 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 need 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 are on your bill(s). This will help the claims company process your reimbursement request correctly and promptly.

## Does my plan still cover me after I graduate?

Yes. You will be covered under your SHIP until the end of the policy period for which you are enrolled 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.

## Enrollment

### Can I enroll my eligible dependents?

Note: You must purchase dependent insurance for the same time period as your own coverage. It can't be for a longer or shorter period than your own. For example, if you enroll for annual coverage, you can't limit your dependent's insurance to only the spring semester unless a qualifying event occurs.

### Qualifying events for enrolling your dependents

You can add eligible dependent(s) 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 must submit a Dependent Petition to Add Form, supporting documentation, and payment to Gallagher Student Health & Special Risk within 31 days of the event. If approved, your coverage will start on the date of the qualifying event. Requests received after 31 days will not be processed.

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

### Once I'm enrolled in the SHIP, can I cancel it? Can I get a refund?

Once you're enrolled in SHIP, you will remain enrolled in it for that coverage period. You have no option to terminate it unless you enter the armed forces. In that case, we will refund a pro-rated share of your premium.

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## Plan Enhancements

### How to enhance your Student Health Insurance Plan

You can enhance your SHIP by accessing products available exclusively from Gallagher Student Health & Special Risk. They include:

- EyeMed Vision Care Program—allows you to receive discounted services at participating EyeMed providers.

### What other types of insurance are available?

Personal property and renters Insurance is available to students on- or off-campus, at home, or abroad. It covers damage or theft to laptops, cell phones, books, electronics, and much more. For details, go to [www.gallagherstudent.com/property](http://www.gallagherstudent.com/property).

Please visit [www.gallagherstudent.com](http://www.gallagherstudent.com), select your school’s page, and click on the “Other Insurance Products” link for complete details about additional insurance products and how to enroll.

## Important Contact Information

Answer Needed	Who To Contact	Contact Information
Enrollment, coverage, or ID cards	<b>Gallagher Student Health &amp; Special Risk</b>	500 Victory Road Quincy, MA 02171 Website: <a href="http://www.gallagherstudent.com/UCF">www.gallagherstudent.com/UCF</a> click the ‘Customer Service’ link
Benefits, claims, Tax Forms and claims payments	<b>UnitedHealthcare Student Resources</b>	UnitedHealthcare Student Resources 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 providers	<b>UnitedHealthcare Choice Plus PPO Network</b>	Phone: 1-866-948-8472 Website: <a href="http://www.gallagherstudent.com/UCF">www.gallagherstudent.com/UCF</a> , click ‘Find a Doctor’
Participating pharmacies	<b>UnitedHealthcare Pharmacy Network</b>	Phone: 1-855-828-7716 Website: <a href="http://www.gallagherstudent.com/UCF">www.gallagherstudent.com/UCF</a> , click ‘Pharmacy Program’
Voluntary Dental and Voluntary Vision	<b>Ameritas Dental and Vision</b>	Phone: 1-855-672-3232 Website: <a href="http://www.gallagherstudent.com/UCF">www.gallagherstudent.com/UCF</a> , click ‘Dental and Vision Enrollment’

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# “How do I...?”

Answer Needed	Who To Contact	Contact Information
Gallagher Student Health Plan Enhancements	<b>EyeMed</b> (Discount Vision)	EyeMed Phone: 1-866-839-3633 Website: <a href="http://www.enrollwitheyemed.com">www.enrollwitheyemed.com</a>
Worldwide assistance services (medical evacuation and repatriation)	<b>United HealthCare 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@UHGlobal.com">assistance@UHGlobal.com</a>
Assistance programs	<b>24/7 Assistance Program</b>	Phone: 1-877-862-1172
Telehealth services	<b>Healthiest You Telehealth Service</b>	Phone: 1-855-870-5858 Website: <a href="http://www.telehealth4students.com">www.telehealth4students.com</a>

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