



UChicago Student Wellness

Dear UChicago Student,

We hope Winter Quarter is off to a good start so far.

According to our records, **you are enrolled in the University Student Health Insurance Plan (U-SHIP) for the remainder of the year.** The Winter Quarter premium installment has been assessed on your student account, and your coverage is effective until August 31, 2021, provided you remain registered in an insurance-eligible status at the University for Winter and Spring Quarters.

U-SHIP is a platinum rated plan by the ACA. This means that you are enrolled in a plan with extensive benefits, a nationwide network of providers, international coverage, access to telemedicine, and a low annual deductible and out-of-pocket max. For more information about your U-SHIP benefits visit the [Student Insurance Website](#).

As a reminder, under U-SHIP, you should first utilize [UChicago Student Wellness](#) when you need care, unless it is an emergency. *Please note: Services received from providers outside UChicago Student Wellness - including UChicago Medicine - require a referral in advance to avoid the \$50 non-referral penalty per visit. This includes physician visits outside of UChicago Student Wellness as well as behavioral health/therapy appointments outside of UChicago Student Wellness. Please ask UChicago Student Wellness to submit your referral to [UnitedHealthcare StudentResources](#) before you obtain services outside UChicago Student Wellness.*

Because you pay a quarterly Student Service Fee, you automatically have access to UChicago Student Wellness. Information about hours of operation and making appointments can be found on the [UChicago Student Wellness](#) website.

If you need care after hours, please remember there are a variety of resources to help you navigate your health concerns. Please refer to our [options for care guide](#) - particularly during times when UChicago Student Wellness is closed.

Keep reading below for some [important reminders](#) regarding your U-SHIP enrollment, as well as some of the [benefits](#) available to U-SHIP enrollees.



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IMPORTANT REMINDERS

- **Create a My Account:** [My Account](#) is a valuable tool that provides you access to your ID card, plan materials, and important messages, as well as submit and check claims status and submit online forms.
- **Update Your Personal Information:** Once you have created your [My Account](#), be sure to update your personal information including your mailing address and social security/tax identification number. This is particularly important for receiving timely reminders and information such as your annual tax form, claim reimbursements, and appeal responses.
- **Cost Estimator Tool:** Using your [My Account](#), you may search for potential costs related to a specific procedure or test, as well as compare costs at various in-network facilities. Once you log in to your [My Account](#), select "Care Options" and "Find Provider & Cost Estimator."
- **Personal Representation Appointment (PRA) Form:** Through your [My Account](#), you can designate a person to act on your behalf pertaining to insurance matters. This form is only good for the current policy year and must be updated annually.
- **Coverage:** Your U-SHIP enrollment is binding until August 31, 2021, provided you remain an active, insurance-eligible student at the University of Chicago. Mid-year changes to your U-SHIP coverage may only be made with the existence of a qualifying life event. For more information about mid-year changes, please visit the Student Insurance [website](#).
- **U-SHIP FAQs:** View FAQs and other resources on the Student Insurance [website](#) as you navigate using your health insurance throughout the year.

U-SHIP BENEFITS

The following benefits are free of charge to U-SHIP enrollees unless otherwise noted.

- **Telemedicine:** Easy 24/7 online access to a doctor for minor health needs. Visit telehealth4students.com to set up an account, or call 855.866.0895.
- **Nurse Line:** Access to a registered nurse who can answer health care questions and offer potential care options. Available to students after hours (when the Student Health Service is closed). Call 773.702.4156.
- **Student Assistance Program (SAP):** 24/7 toll-free access to specialists who can talk with you about a variety of personal work, financial, or legal issues. Call the number on our ID card or log in to your [My Account](#).
- **DCAM Pharmacy Special:** U-SHIP enrollees who have chronic conditions are able to purchase three months of prescriptions for the price of two months co-pay at the [DCAM Pharmacy](#) within the UChicago Medical Center, located at 5758 S.



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Maryland Avenue. The pharmacy is open Monday through Friday from 7 a.m. to 7 p.m., and Saturday from 7 a.m. to 11 a.m. and 12 p.m. to 3 p.m.

- **Global Coverage:** Eligible services received outside the United States will be processed at the in-network rate. You will be required to pay the cost up-front at the time of service, and then you will submit your receipts to UnitedHealthcare StudentResources via your UnitedHealthcare My Account for reimbursement.
- **Global Emergency Service:** In addition to having in-network benefits while outside the United States, UnitedHealth Global Services provides a number of emergency benefits. More information about these benefits is available [online](#).
- **Student Insurance Coordinators:** The University hosts two Student Insurance Coordinators, [James Abernathy](#) and [Janice Thomas](#), who will help you sort through your insurance questions, statements, or bills. When reaching out to them, please provide your full name and student ID# on emails and voicemails. They can be reached at uchicagoadvocates@uhcsr.com or 773.834.4543 (option #2).

We hope you have a good Winter Quarter. If you have any questions please feel free to contact [Janice and James](#) at the Student Insurance Office.

Student Insurance Office