

PLEASE NOTE:

THIS DOCUMENT HAS
CHANGED. PLEASE SEE THE
BACK COVER FOR DETAILS



2019–2020 Student Injury and Sickness Insurance Plan for University of Chicago

Who is eligible to enroll?

Registered students taking credit hours and who are eligible to use Student Health and Counseling Services are required to have insurance and will be enrolled in this insurance plan at registration, unless proof of comparable coverage is furnished. Toyota Technological Institute at Chicago students are also required to have insurance and will be enrolled in this plan unless proof of comparable coverage is furnished.

Affiliated seminary students and opt –in students in the following programs: Booth School of Business; Graham School of Continuing Liberal and Professional Studies; Harris School of Public Policy; and School of Social Service Administration are not eligible to use Student Health and Counseling Services and therefore are able to enroll in the program on a voluntary basis.

Eligible students who do enroll may also insure their Dependents. Eligible Dependents are the student's legal spouse, Civil Union partner and dependent children under 26 years of age. To enroll dependents, students must first enroll themselves and then complete the "Enrollment Form for Dependents" (www.uhcsr.com/UChicago) and submit to the on campus insurance office along with proof of eligible dependent status. For more information visit studentinsurance.uchicago.edu

The Company maintains its right to investigate eligibility or student status and attendance records to verify that the Policy eligibility requirements have been met. If and whenever the Company discovers that the Policy eligibility requirements have not been met, its only obligation is refund of premium.

The eligibility date for Dependents of the Named Insured shall be determined in accordance with the following:

- 1. If a Named Insured has Dependents on the date he or she is eligible for insurance.
- 2. If a Named Insured acquires a Dependent after the Effective Date, such Dependent becomes eligible:
 - a. On the date the Named Insured acquires a legal spouse or Civil Union partner who meets the specific requirements set forth in the Definitions section of this Certificate.
 - b. On the date the Named Insured acquires a dependent child who is within the limits of a dependent child set forth in the Definitions section of this Certificate.

Dependent eligibility expires concurrently with that of the Named Insured.

Where can I get more information about the benefits available?

Please read the certificate of coverage to determine whether this plan is right before you enroll. The certificate of coverage provides details of the coverage including costs, benefits, exclusions, and reductions or limitations and the terms under which the coverage may be continued in force. Copies of the certificate of coverage are available from the University and may be viewed at www.uhcsr.com/UChicago. This plan is underwritten by UnitedHealthcare Insurance Company and is based on policy number 2019-451-1. The Policy is a Non-Renewable One-Year Term Policy.

Who can answer questions I have about the plan?

If you have questions please contact Customer Service at 1-866-348-8472 or customerservice@uhcsr.com.

Highlights of Coverage offered by UnitedHealthcare StudentResources

Coverage Dates and Plan Cost

Basic Rates	Annual 9/1/19 to 8/31/20	OPT-IN Rates	Annual 9/1/19 to 8/31/20	Seminary Rates	Annual 9/1/19 to 8/31/20
Student	\$4,566.00	Student	\$4,566.00	Student	\$4,566.00
Spouse	\$4,566.00	Spouse	\$4,566.00	Spouse	\$4,566.00
One Child	\$4,566.00	One Child	\$4,566.00	One Child	\$4,566.00
Two or more Children	\$9,078.00	Two or more Children	\$9,078.00	Two or more Children	\$9,078.00
Spouse and Two or more Children		Spouse and Two or more Children	\$13,590.00	Spouse and Two or more Children	\$13,590.00

NOTE: The amounts stated above include certain fees charged by the school you are receiving coverage through. Such fees may, for example, cover your school's administrative costs associated with offering this health plan.

The Insured Person must meet the eligibility requirements each time a premium payment is made. To avoid a lapse in coverage, the Insured Person's premium must be received within 31 days after the coverage expiration date. It is the Insured Person's responsibility to make timely premium payments to avoid a lapse in coverage.

Other Coverage

Also available for University of Chicago students is a UnitedHealthcare Insurance Company fully insured Dental and Vision plan. To enroll go to www.uhcsr.com/UChicago.

Accident coverage for Intercollegiate sports injury is available under a separate policy, 2019-451-8.

Highlights of the Student Injury and Sickness Insurance Plan Benefits

METALLIC LEVEL -PLATINUM WITH ACTUARIAL VALUE OF 91.390%

Preferred Providers: The Preferred Provider Network for this plan is UnitedHealthcare Choice Plus. Preferred Providers can be found using the following link: UHC Choice Plus

Student Health Center Referral Required: An additional \$50 Deductible per service will apply for Outpatient Physician's Visits, Consultant, Mental Illness Treatment and Substance Use Disorder Visits incurred without first obtaining the appropriate referral from Student Health Service (SHS) or Student Counseling Service (SCS). See Student Health Service (SHS) and Student Counseling Service (SCS) Referral Requirement section in the Certificate.

*NOTE:Only one SHS or SCS referral is required per condition. The referral will apply to the same condition for all years the student is insured under the student Injury and Sickness insurance plan at the University of Chicago.

	Preferred Providers	Out-of-Network Providers	
Overall Plan Maximum	There is no overall maximum dollar limit on the policy		
Plan Deductible	\$500 per Insured Person, per Policy Year	\$1,000 per Insured Person, per Policy Year	
Out-of-Pocket Maximum After the Out-of-Pocket Maximum has been satisfied, Covered Medical Expenses will be paid at 100% for the remainder of the Policy Year subject to any applicable benefit maximums. Refer to the plan certificate for details about how the Out-of-Pocket Maximum applies.	\$1,500 Per Insured Person, Per Policy Year \$3,000 For all Insureds in a Family, Per Policy Year	\$2,500 Per Insured Person, Per Policy Year \$10,000 For all Insureds in a Family, Per Policy Year	

Coinsurance All benefits are subject to satisfaction of the Deductible, specific benefit limitations, maximums and Copays as described in the plan certificate.	90% of Preferred Allowance for Covered Medical Expenses	70% of Usual and Customary Charges for Covered Medical Expenses	
Prescription Drugs Prescriptions must be filled at a UHCP network pharmacy. A 90-day supply will be filled at two times the Copay cost for Chronic Medications filled at DCAM (University pharmacy) only. Prescription Inhalants for persons suffering from asthma or other life threatening bronchial ailments are not limited by restrictions on the number of days before an inhaler refill may be obtained when ordered or prescribed by the treating Physician. Prior authorization is required for growth hormones drugs.	\$10 Copay for Tier 1 \$25 Copay for Tier 2 \$40 Copay for Tier 3 Up to a 31-day supply per prescription filled at a UnitedHealthcare Pharmacy (UHCP)	No Benefits	
Preventive Care Services Including but not limited to: annual physicals, GYN exams, routine screenings and immunizations. No Deductible, Copays, or Coinsurance will be applied when the services are received from a Preferred Provider. Please visit www.healthcare.gov/preventive-carebenefits/ for a complete list of the services provided for specific age and risk groups.	100% of Preferred Allowance	No Benefits	
The following services have per Service Copays This list is not all inclusive. Please read the plan certificate for complete listing of Copays.	Physician's Visits: \$20 Medical Emergency: \$100 (The per visit Copay is in addition to the Policy Deductible.)	Medical Emergency: \$100 (The per visit Copay is in addition to the Policy Deductible.)	
Pediatric Dental and Vision Benefits	Refer to the plan certificate for details (age limits apply).		

Exclusions and Limitations

No benefits will be paid for: a) loss or expense caused by, or resulting from; or b) treatment, services or supplies for, at, or related to any of the following:

- 1. Addiction, such as:
 - · Caffeine addiction.
 - Non-chemical addiction, such as: gambling, sexual, spending, shopping, working and religious.
 - Codependency.
- 2. Behavioral problems. Developmental delay or disorder or intellectual disability. Learning disabilities. This exclusion does not apply to benefits specifically provided in the Policy.
- 3. Cosmetic procedures, except reconstructive procedures to:
 - Correct an Injury or treat a Sickness for which benefits are otherwise payable under the Policy. The primary result of the procedure is not a changed or improved physical appearance.
 - Treat or correct Congenital Conditions.
- Custodial Care.
 - Care provided in: rest homes, health resorts, homes for the aged, halfway houses, college infirmaries or places mainly for domiciliary or Custodial Care.
 - Extended care in treatment or substance use facilities for domiciliary or Custodial Care.
- 5. Dental treatment, except:
 - As described under Dental Treatment in the Policy.

This exclusion does not apply to benefits specifically provided in Pediatric Dental Services.

- 6. Elective Surgery or Elective Treatment.
- 7. Foot care for the following:
 - Flat foot conditions.
 - Supportive devices for the foot.
 - Subluxations of the foot.
 - Fallen arches.

- Weak feet.
- Chronic foot strain.
- Routine foot care including the care, cutting and removal of corns, calluses, toenails, and bunions (except capsular or bone surgery).

This exclusion does not apply to preventive foot care for Insured Persons with diabetes.

- 8. Health spa or similar facilities. Strengthening programs.
- Hearing examinations. Hearing aids except as specifically provided for in the Policy. Other treatment for hearing defects and hearing loss. "Hearing defects" means any physical defect of the ear which does or can impair normal hearing, apart from the disease process.

This exclusion does not apply to:

- Hearing defects or hearing loss as a result of an infection or Injury.
- Cochlear hearing aids.
- A bone anchored hearing aid for an Insured Person with: a) craniofacial anomalies whose abnormal or absent ear canals preclude the use of a wearable hearing aid; or b) hearing loss of sufficient severity that it would not be adequately remedied by a wearable hearing aid.
- 10. Alopecia.
- 11. Hypnosis.
- 12. Immunizations, except as specifically provided in the Policy. Preventive medicines or vaccines, except where required for treatment of a covered Injury or as specifically provided in the Policy.
- 13. Injury or Sickness for which benefits are paid or payable under any Workers' Compensation or Occupational Disease Law or Act, or similar legislation.
- 14. Injury sustained while:
 - Participating in any intercollegiate or professional sport, contest or competition.
 - Traveling to or from such sport, contest or competition as a participant.
 - Participating in any practice or conditioning program for such sport, contest or competition.
- 15. Investigational services.
- 16. Lipectomy.
- 17. Participation in a riot or civil disorder. Any loss to which a contributing cause was the Insured's commission of or attempt to commit a felony or to which a contributing cause was the Insured being engaged in an illegal occupation. Fighting.
- 18. Prescription Drugs, services or supplies as follows:
 - Therapeutic devices or appliances, including: hypodermic needles, syringes, support garments and other non-medical substances, regardless of intended use, except as specifically provided in the Policy.
 - Immunization agents, except as specifically provided in the Policy.
 - Drugs labeled, "Caution limited by federal law to investigational use" or experimental drugs.
 - Products used for cosmetic purposes.
 - Drugs used to treat or cure baldness. Anabolic steroids used for body building.
 - Anorectics drugs used for the purpose of weight control.
 - Fertility agents or sexual enhancement drugs, such as Parlodel, Pergonal, Clomid, Profasi, Metrodin, Serophene, or Viagra.
 - Growth hormones, except when a Medical Necessity.
 - Refills in excess of the number specified or dispensed after one (1) year of date of the prescription.
- 19. Reproductive/Infertility services including the following, except as specifically provided in the Policy:
 - Procreative counseling.
 - Genetic counseling and genetic testing.
 - Cryopreservation of reproductive materials. Storage of reproductive materials.
 - Premarital examinations.
 - Impotence, organic or otherwise.
 - Female sterilization procedures, except as specifically provided in the Policy.
 - Vasectomy.
 - Reversal of sterilization procedures.
- 20. Research or examinations relating to research studies, or any treatment for which the patient or the patient's representative must sign an informed consent document identifying the treatment in which the patient is to participate as a research study or clinical research study, except as specifically provided in the Policy.
- 21. Routine eye examinations. Eye refractions. Eyeglasses. Contact lenses. Prescriptions or fitting of eyeglasses or contact lenses. Vision correction surgery. Treatment for visual defects and problems.

This exclusion does not apply as follows:

- When due to a covered Injury or disease process.
- To benefits specifically provided in Pediatric Vision Services.
- 22. Routine Newborn Infant Care and well-baby nursery and related Physician charge, except as specifically provided in the Policy.
- 23. Preventive care services which are not specifically provided in the Policy, including:
 - Routine physical examinations and routine testing.
 - Preventive testing or treatment.
 - Screening exams or testing in the absence of Injury or Sickness.
- 24. Services provided normally without charge by the Health Service of the Policyholder. Services covered or provided by the student health fee.

- 25. Speech therapy, except as specifically provided in the Policy.
- 26. Stand-alone multi-disciplinary smoking cessation programs. These are programs that usually include health care providers specializing in smoking cessation and may include a psychologist, social worker or other licensed or certified professional.
- 27. Surgical breast reduction, breast augmentation, breast implants or breast prosthetic devices, or gynecomastia, except as specifically provided in the Policy.
- 28. Treatment in a Government hospital, unless there is a legal obligation for the Insured Person to pay for such treatment.
- 29. War or any act of war, declared or undeclared; or while in the armed forces of any country (a pro-rata premium will be refunded upon request for such period not covered).
- 30. Weight management. Weight reduction. Nutrition programs. Treatment for obesity (except surgery for morbid obesity). Surgery for removal of excess skin or fat. This exclusion does not apply to benefits specifically provided in the Policy.

UnitedHealthcare Global: Global Emergency Services

If you are a student insured with this insurance plan, you and your insured spouse or Civil Union partner and insured minor child(ren) are eligible for UnitedHealthcare Global Emergency Services. The requirements to receive these services are as follows:

International Students, insured spouse or Civil Union partner and insured minor child(ren): you are eligible to receive UnitedHealthcare Global services worldwide, except in your home country.

Domestic Students, insured spouse or Civil Union partner and insured minor child(ren): you are eligible for UnitedHealthcare Global services when 100 miles or more away from your campus address or 100 miles or more away from your permanent home address or while participating in a Study Abroad program.

The Assistance and Evacuation Benefits and related services are not meant to be used in lieu of or replace local emergency services such as an ambulance requested through emergency 911 telephone assistance. All services must be arranged and provided by UnitedHealthcare Global; any services not arranged by UnitedHealthcare Global will not be considered for payment. If the condition is an emergency, you should go immediately to the nearest physician or hospital without delay and then contact the 24-hour Emergency Response Center. UnitedHealthcare Global will then take the appropriate action to assist you and monitor your care until the situation is resolved.

Key Assistance Benefits include:

- Emergency Evacuation
- Dispatch of Doctors/Specialists
- Medical Repatriation
- Transportation After Stabilization
- Transportation to Join a Hospitalized Insured Person
- Return of Minor Children
- Repatriation of Remains

Also includes additional assistance services to support your medical needs while away from home or campus. Check your certificate of coverage for details, descriptions and program exclusions and limitations.

To access services please refer to the phone number on the back of your ID Card or access *My Account* and select My Benefits/Additional Benefits/UHC Global Emergency Services.

When calling the UnitedHealthcare Global Operations Center, please be prepared to provide:

- Caller's name, telephone and (if possible) fax number, and relationship to the patient;
- Patient's name, age, sex, and UnitedHealthcare Global ID Number as listed on the back of your Medical ID Card
- Description of the patient's condition;
- Name, location, and telephone number of hospital, if applicable;
- Name and telephone number of the attending physician; and
- Information of where the physician can be immediately reached.

All medical expenses related to hospitalization and treatment costs incurred should be submitted to UnitedHealthcare Insurance Company for consideration and are subject to all Policy benefits, provisions, limitations, and exclusions. All assistance and evacuation benefits and related services must be arranged and provided by UnitedHealthcare Global. Claims for reimbursement of services not provided by UnitedHealthcare Global will not be accepted. A full description of the benefits, services, exclusions and limitations may be found in your certificate of coverage.

Highlights of Services offered by UnitedHealthcare StudentResources

Healthiest You: 24/7 Doctor Access

Starting on the effective date of your policy, you have 24/7 access to medical advice through HealthiestYou, a national telehealth service. By calling the toll-free number listed on the front of your medical ID card or visiting www.telehealth4students.com, you have access to board-certified physicians via phone and/or video, where permitted. This service is especially helpful for minor illnesses, such as allergies, sore throat, earache, pink eye, etc. Based on the condition being treated, the doctor can also prescribe certain medications, saving you a trip to the doctor's office. Using HealthiestYou can save you money and time, while avoiding costly trips to a doctor's office, urgent care facility, or emergency room. As an insured with **Student**Resources, there is no consultation fee for this service.* Every call with a HealthiestYou doctor is covered 100% during your policy period.

This service is meant to complement your Student Health Center. If possible, we encourage you to visit your SHC first before using this service.

HealthiestYou is not health insurance. HealthiestYou is designed to complement, and not replace, the care you receive from your primary care physician. HealthiestYou physicians are an independent network of doctors who advise, diagnose, and prescribe at their own discretion. HealthiestYou physicians provide cross coverage and operate subject to state regulations. Physicians in the independent network do not prescribe DEA controlled substances, non-therapeutic drugs and certain other drugs which may be harmful because of their potential for abuse. HealthiestYou does not guarantee that a prescription will be written. Services may vary by state.

*If you are an Insured under this insurance Plan, and you call <u>prior to the plan effective date</u>, you will be charged a \$40 service fee before being connected to a board-certified physician.

NurseLine and Student Assistance: 24/7 Access to Nurse and Counseling Support

Insureds have immediate access to nurse advice and counseling support 24 hours a day by calling the toll-free number listed on their medical ID card. NurseLine is staffed by both English and Spanish speaking Registered Nurses who can provide health information, support, and guidance on when to seek medical care. The Student Assistance Program coordinates services using a network of resources. Services available include financial and legal advice, as well as mediation. Counseling is also available by Licensed Clinicians who can provide insureds with someone to talk to when everyday issues become overwhelming. Translation services are available in over 170 languages for most services. Insureds also have access to LiveAndWorkWell.com where they can take health risk assessments, use health estimators to calculate things like their target heart rate and BMI, and participate in personalized self-help programs. More information about these services is available by logging into **My Account** at www.uhcsr.com/MyAccount.

This Summary Brochure is based on Policy #2019-451-1.

NOTE: The information contained herein is a summary of certain benefits which are offered under a student health insurance policy issued by UnitedHealthcare. This document is a summary only and may not contain a full or complete recitation of the benefits and restrictions/exclusions associated with the relevant policy of insurance. This document is not an insurance policy document and your receipt of this document does not constitute the issuance or delivery of a policy of insurance. Neither you nor UnitedHealthcare has any rights or responsibilities associated with your receipt of this document. Changes in federal, state or other applicable legislation or regulation or changes in Plan design required by the applicable state regulatory authority may result in differences between this summary and the actual policy of insurance.

NON-DISCRIMINATION NOTICE

UnitedHealthcare **Student**Resources does not treat members differently because of sex, age, race, color, disability or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability or national origin, you can send a complaint to:

Civil Rights Coordinator
United HealthCare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130
UHC Civil Rights@uhc.com

You must send the written complaint within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again.

If you need help with your complaint, please call the toll-free member phone number listed on your health plan ID card, Monday through Friday, 8 a.m. to 8 p.m. ET.

You can also file a complaint with the U.S. Dept. of Health and Human Services.

Online https://ocrportal.hhs.gov/ocr/portal/lobby.jsf

Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html.

Phone: Toll-free 1-800-368-1019, 800-537-7697 (TDD)

Mail: U.S. Dept. of Health and Human Services. 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201

We also provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for free language services such as speaking with an interpreter. To ask for help, please call the toll-free member phone number listed on your health plan ID card, Monday through Friday, 8 a.m. to 8 p.m. ET.

LANGUAGE ASSISTANCE PROGRAM

We provide free services to help you communicate with us, such as, letters in other languages or large print. Or, you can ask for free language services such as speaking with an interpreter. To ask for help, please call toll-free 1-866-260-2723, Monday through Friday, 8 a.m. to 8 p.m. ET.

English

Language assistance services are available to you free of charge. Please call 1-866-260-2723.

Albanian

Shërbimet e ndihmës në gjuhën amtare ofrohen falas. Ju lutemi telefononi në numrin 1-866-260-2723.

Amharic

Arabic

تتوفر لك خدمات المساعدة اللغوية مجانًا. اتصل على الرقم 2723-260-866.

Armenian

Ձեզ մատչելի են անվձար լեզվական օգնության ծառայություններ։ Խնդրում ենք զանգահարել 1-866-260-2723 համարով։

Bantu- Kirundi

Uronswa ku buntu serivisi zifatiye ku rurimi zo kugufasha. Utegerezwa guhamagara 1-866-260-2723.

Bisayan-Visayan (Cebuano)

Magamit nimo ang mga serbisyo sa tabang sa lengguwahe nga walay bayad. Palihug tawag sa 1-866-260-2723.

Bengali- Bangala

ঘোষণা : ভাষা সহায়তা পরিষেবা আপনি বিনামূল্যে পেতে পারেন। দ্যা করে 1-866-260-2723-তে কল করুন।

Burmese

ဘာသာစကား အကူအညီ ဝန်ဆောင်မှုများ သင့် အတွက် အစမဲ့ရရှိနိုင်သည်။ ကျေးဇူးပြု၍ ဖုန်း 1-866-260-2723 ကိုခေါ် ပါ။

Cambodian- Mon-Khmer

សេវាជំនួយផ្នែកភាសាដែលឥតគិតថ្លៃ មានសម្រាប់អ្នក។

សូមទូរស័ព្ទទៅលេខ 1-866-260-2723។

Cherokee

\$ሚኬብፙቭ ውፀሀመዩጓቭ ውፀሀማጀፐ ኬብ RG6°ውፐመሀብጓፐ ከLEGG6°Đ D4‹⊘ፐ. IG‹⊘ Dh ወbW6°\$ 1-866-260-2723.

Chinese

您可以免費獲得語言援助服務。請致電 1-866-260-2723。

Choctaw

Chahta anumpa ish anumpuli hokmvt tohsholi yvt peh pilla hochi apela hinla. I paya 1-866-260-2723.

Cushite- Oromo

Tajaajilliwwan gargaarsa afaanii kanfalttii malee siif jira. Maaloo karaa lakkoofsa bilbilaa 1-866-260-2723 bilbili.

Dutch

Taalbijstandsdiensten zijn gratis voor u beschikbaar. Gelieve 1-866-260-2723 op te bellen.

French

Des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-866-260-2723.

French Creole-Haitian Creole

Gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-866-260-2723.

German

Sprachliche Hilfsdienstleistungen stehen Ihnen kostenlos zur Verfügung. Bitte rufen Sie an unter: 1-866-260-2723.

Greek

Οι υπηρεσίες γλωσσικής βοήθειας σας διατίθενται δωρεάν. Καλέστε το 1-866-260-2723.

Gujarati

ભાષા સહ્યય સેવાઓ તમારા માટે નિ:શુલ્ક ઉપલબ્ધ છે. કૃપા કરીને 1-866-260-2723 પર ક્રેલ કરો.

Hawaiian

Kōkua manuahi ma kāu 'ōlelo i loa'a 'ia. E kelepona i ka helu 1-866-260-2723.

Hind

आप के लिए भाषा सहायता सेवाएं निःशुल्क उपलब्ध हैं। कृपया 1-866-260-2723 पर कॉल करें।

Hmong

Muaj cov kev pab txhais lus pub dawb rau koj. Thov hu rau 1-866-260-2723.

Tho

Enyemaka na-ahazi asusu, bu n'efu, diri gi. Kpoo 1-866-260-2723.

Ilocano

Adda awan bayadna a serbisio para iti language assistance. Pangngaasim ta tawagam ti 1-866-260-2723.

Indonesian

Layanan bantuan bahasa bebas biaya tersedia untuk Anda. Harap hubungi 1-866-260-2723.

Italian

Sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-866-260-2723.

Japanese

無料の言語支援サービスをご利用いただけます。 1-866-260-2723 までお電話ください。

Karen

ကျိာ်တာမေးစားအကိုနမာနှစ်အီးသူဝဲလာတလိဉ်ဟုဉ်အပူးဘဉ်(ခီလီ)နှဉ်လီး. ဝံသးစူးဆုံးကျိုးဘဉ်1-866-260-2723တက္ကုံ.

Korean

언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-866-260-2723 번으로 전화하십시오.

Kru- Bassa

Bot ba hola ni kobol mahop ngui nsaa wogui wo ba yé ha i nyuu yon. Sebel i nsinga ini 1-866-260-2723.

Kurdish Sorani

خزمەتەككى يارمەتيى زمانى بەخۆر ايى بۆ تۆ دابين دەكريّن. تكايە تەلمەقق بكە بۆ ژ مار دى 272-600-866-1.

Laotia

ມີບໍລິການທາງດ້ານພາສາບໍ່ເສຍຄໍ່າໃຫ້ແກ່ທໍານ. ກະລຸນາໂທຫາເບີ 1-866-260-2723.

SR LAP 64 (6-18)

Marathi

भाषेच्या मदतीची मुविधा आपल्याला विनामूल्य उपलब्ध आहे. त्यासाठी 1-866-260-2723 या क्रमांकावर संपर्क करा.

Marshallese

Kwomaroñ bōk jerbal in jipañ in kajin ilo ejjelok wōṇāān. Jouj im kallok 1-866-260-2723.

Micronesian-Pohnpeian

Mie sawas en mahsen ong komwi, soh isepe. Melau eker 1-866-260-2723.

Navajo

Saad bee áka'e'eyeed bee áka'nída'wo'ígíí t'áá jíík'eh bee nich'į' bee ná'ahoot'i'. T'áá shoodí kohjį' 1-866-260-2723 hodíilnih.

Nepali

भाषा सहायता सेवाहरू निःशुल्क उपलब्ध छन्। कृपया 1-866-260-2723 मा कल गर्नुहोस्।

Nilotic-Dinka

Käk ë kuny ajuser ë thok atë tinë yin abac të cin wëu yeke thiëëc. Yin cəl 1-866-260-2723.

Norwegian

Du kan få gratis språkhjelp. Ring 1-866-260-2723.

Pennsylvania Dutch

Schprooch iwwesetze Hilf kannscht du frei hawwe. Ruf 1-866-260-2723.

Persian-Farsi

خدمات امداد زبانی به طور رایگان در اختیار شما می باشد. لطفاً با شماره 2723-266-1866 تماس بگیرید.

Polish

Możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-866-260-2723.

Portuguese

Oferecemos serviço gratuito de assistência de idioma. Ligue para 1-866-260-2723.

Punjabi

1-866-260-2723 'ਤੇ ਕਾਲ ਕਰੋ।

Romanian

Vi se pun la dispoziție, în mod gratuit, servicii de traducere. Vă rugăm să sunați la 1-866-260-2723.

Russian

Языковые услуги предоставляются вам бесплатно. Звоните по телефону 1-866-260-2723.

Samoan- Fa'asamoa

O loo maua fesoasoani mo gagana mo oe ma e lē totogia. Faamolemole telefoni le 1-866-260-2723.

Serbo- Croatian

Možete besplatno koristiti usluge prevodioca. Molimo nazovite 1-866-260-2723.

Somali

Adeegyada taageerada luqadda oo bilaash ah ayaa la heli karaa. Fadlan wac 1-866-260-2723.

Spanish

Hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al 1-866-260-2723.

Sudanic- Fulfulde

E woodi walliinde dow wolde caahu ngam maaɗa. Noodu 1-866-260-2723.

Swahili

Huduma za msaada wa lugha zinapatikana kwa ajili yako bure. Tafadhali piga simu 1-866-260-2723.

Syriac- Assyrian

چەھەتلات تەنبۇتات كۆلگەنگەن كۆلگەن كەنبار ھەنگەن كۆلگەن كۈلگەن كۆلگەن ك

Tagalog

Ang mga serbisyo ng tulong sa wika ay available para sa iyo ng walang bayad. Mangyaring tumawag sa 1-866-260-2723.

Telugi

లాంగ్వేజ్ అసిస్టెంట్ సర్వీసెస్ మీకు ఉచితంగా అందుబాటులో ఉన్నాయి. దయ చేసి 1-866-260-2723 కి కాల్ చేయండి.

Thai

มีบริการความช่วยเหลือด้านภาษาให้โดยที่คุณไม่ต้องเสียค่าใช้จ่า ยแต่อย่างใด โปรดโทรศัพท์ถึงหมายเลข

1-866-260-2733

Tongan- Fakatonga

'Oku 'i ai pē 'a e sēvesi ki he lea' ke tokoni kiate koe pea 'oku 'atā ia ma'au 'o 'ikai ha totongi. Kātaki 'o tā ki he 1-866-260-2723.

Trukese (Chuukese)

En mei tongeni angei aninisin emon chon chiakku, ese kamo. Kose mochen kopwe kokkori 1-866-260-2723.

Turkish

Dil yardım hizmetleri size ücretsiz olarak sunulmaktadır. Lütfen 1-866-260-2723 numarayı arayınız.

Ukrainian

Послуги перекладу надаються вам безкоштовно. Дзвоніть за номером 1-866-260-2723.

Urdu

زبان کے حوالے سے معاونتی خدمات آپ کے لیے بلامعاوضہ دستیاب ہیں۔ براہ مہربانی 2723-266-186 پر کال کریں۔

Vietnamese

Dịch vụ hỗ trợ ngôn ngữ, miễn phí, dành cho quý vị. Xin vui lòng gọi 1-866-260-2723.

Yiddish

שפראך הילף סערוויסעס זענען אוועילעבל פאר אייך פריי פון אפצאל. ביטע רופט 1-866-260-2723

Yoruba

Isé ìrànlówó ede tí ó jé òfé, wà fún ó. Pe 1-866-260-2723.

POLICY NUMBER: 2019-451-1

NOTICE:

The benefits contained within have been revised since publication. The revisions are included within the body of the document, and are summarized on the last page of the document for ease of reference.

NOC2 - 08/27/2019 NOC2 8/27/2019 Policy: N/A

Certificate:

Section 5: Preferred Provider Information

Special Provider Arrangements wording changed

From:

SCS Referral Provider Arrangements have agreed to accept special reduced reimbursement rates for treatment rendered to Insureds. Mental Illness services provided by the SCS Referral Providers will be paid at 100% with a \$10.00 Copay. A referral from SCS is required prior to treatment. If there is no referral, the \$50 non-referral penalty in addition to the \$10.00 Copay will apply.

To:

SCS Referral Provider Arrangements have agreed to accept special reduced reimbursement rates for treatment rendered to Insureds. Mental Illness and Substance Use Disorder services provided by the SCS Referral Providers will be paid at 100% with a \$10.00 Copay. A referral from SCS is required prior to treatment. If there is no referral, the \$50 non-referral penalty in addition to the \$10.00 Copay will apply.

Section 8: Student Health Service (SHS) or Student Counseling Services (SCS) Referral Required Changed From:

OUTPATIENT PHYSICIAN'S VISITS, CONSULTANT AND MENTAL ILLNESS VISITS

Insurance benefits for outpatient Physician's Visits Consultant and Mental Illness visits are provided only upon referral by the SHS or SCS. Expenses incurred for outpatient Physician's Visits, Consultant, and Mental Illness visits for which no prior approval or referral is obtained will be subject to an additional \$50 Deductible per service. A referral issued by the SHS or SCS must accompany the claim when submitted. Only one referral is required for each Injury or Sickness per Policy Year.

A SHS or SCS referral is not necessary only under any of the following conditions:

- 1. Medical Emergency. The student must return to SHS or SCS for necessary follow-up care.
- 2. When the SHS or SCS is closed.
- 3. Medical care received when the student is more than 50 miles from campus.
- 4. Maternity, obstetrical and gynecological care.
- 5. Substance Use Disorder treatment.

Dependents under the age of 14 are not eligible to use the SHS or SCS; and therefore, are exempt from the above limitations and requirements.

TO:

OUTPATIENT PHYSICIAN'S VISITS, CONSULTANT MENTAL ILLNESS AND SUBSTANCE USE DISORDER VISITS Insurance benefits for outpatient Physician's Visits Consultant, Mental Illness and Substance Use Disorder

visits are provided only upon referral by the SHS or SCS. Expenses incurred for outpatient Physician's Visits, Consultant, Mental Illness and Substance Use Disorder visits for which no prior approval or referral is obtained will be subject to an additional \$50 Deductible per service. A referral issued by the SHS or SCS must accompany the claim when submitted. Only one referral is required for each Injury or Sickness per Policy Year.

A SHS or SCS referral is not necessary only under any of the following conditions:

- 1. Medical Emergency. The student must return to SHS or SCS for necessary follow-up care.
- 2. When the SHS or SCS is closed.
- 3. Medical care received when the student is more than 50 miles from campus.
- 4. Maternity, obstetrical and gynecological care.

Dependents under the age of 14 are not eligible to use the SHS or SCS; and therefore, are exempt from the above limitations and requirements.

Section 11: Exclusions and Limitations

#2 Added "This exclusion does not apply to benefits specifically provided in the policy."

SOB Header - Second paragraph under Out-of-Pocket Maximum heading changed From:

An additional \$50 Deductible per service will apply for Outpatient Physician's Visits, Consultant, Mental Illness Treatment Visits incurred without first obtaining the appropriate referral from Student Health Service (SHS) or Student Counseling Service (SCS). See Student Health Service (SHS) and Student Counseling Service (SCS) Referral Requirement endorsement. Only one referral required per condition. The referral will apply to the same condition for all years the student is insured under the student Injury and Sickness insurance plan at the University of Chicago.

To:

An additional \$50 Deductible per service will apply for Outpatient Physician's Visits, Consultant, Mental Illness Treatment and Substance Use Disorder Visits incurred without first obtaining the appropriate referral from Student Health Service (SHS) or Student Counseling Service (SCS). See Student Health Service (SHS) and Student Counseling Service (SCS) Referral Requirement endorsement. Only one referral required per condition. The referral will apply to the same condition for all years the student is insured under the student Injury and Sickness insurance plan at the University of Chicago.

In SOB Line item Substance Use Disorder parenthetical added:

Special Provider Arrangements: When treatment is rendered by a SCS Referral Provider, the Policy Deductible will be waived and benefits will be paid at 100% with a \$10.00 Copay. A referral from SCS is required prior to treatment. If there is no referral, the \$50.00 non-referral penalty in addition to the \$10.00 Copay will apply. See page 5 for information on Special Provider Arrangements.

SOB Line Item Added:

Neuropsychological Testing

Preferred Provider: Paid as any other Sickness Out-of-Network: Paid as any other Sickness

Summary Brochure:

Student Health Center Referral Required:

Changed From:

Student Health Center Referral Required: An additional \$50 Deductible per service will apply for Outpatient Physician's Visits, Consultant, and Mental Illness Treatment Visits incurred without first obtaining the appropriate referral from Student Health Service (SHS) or Student Counseling Service (SCS). See Student

Health Service (SHS) and Student Counseling Service (SCS) Referral Requirement section in the Certificate.
*NOTE: Only one SHS or SCS referral is required per condition. The referral will apply to the same condition for all years the student is insured under the student Injury and Sickness insurance plan at the University of Chicago.

To:

Student Health Center Referral Required: An additional \$50 Deductible per service will apply for Outpatient Physician's Visits, Consultant, Mental Illness Treatment and Substance Use Disorder Visits incurred without first obtaining the appropriate referral from Student Health Service (SHS) or Student Counseling Service (SCS). See Student Health Service (SHS) and Student Counseling Service (SCS) Referral Requirement section in the Certificate.

*NOTE: Only one SHS or SCS referral is required per condition. The referral will apply to the same condition for all years the student is insured under the student Injury and Sickness insurance plan at the University of Chicago.

NOC1 - 07/31/2019 NOC1 7/31/2019 Policy: N/A

Certificate: N/A

Summary Brochure: Changed Annual Effective date on rate table From 8/1/2019 To 9/1/2019