



Dear UChicago Student,

We hope Winter Quarter is going well for you.

According to our records, you are enrolled in the University Student Health Insurance Plan (U-SHIP) for the remainder of the 2022-23 policy year (through August 31, 2023), provided you remain in an insurance-eligible status at the University. The Winter Quarter premium has been assessed to your student account.

Your student insurance coverage is platinum rated plan by the Affordable Care Act (ACA). This means you are enrolled in a plan with extensive benefits, no waiting period for pre-existing conditions, 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, your U-SHIP coverage is binding through the remaining plan year (through August 31st). Only in certain circumstances called "Qualifying Life Events" can a student add or remove U-SHIP coverage mid-year. For more information please visit this [website](#).

Although not required, students on U-SHIP are encouraged to visit [UChicago Student Wellness](#) for primary care, psychiatry, health promotion, or short-term psychotherapy, and for recommendations on specialty care. Accessing Student Wellness is a great option for students who need timely access to high-quality care at no additional cost. For the list of services provided by Student Wellness visit: <https://wellness.uchicago.edu/about/services>.

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 [Get Help Now](#) website - 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.

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 current 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 "Find Provider/Estimate Cost."
- **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.
- **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 BENEFIT HIGHLIGHTS

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 UChicago Student Wellness 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. 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.
- **Special Psychotherapy Benefit with Community Providers:** U-SHIP enrollees are eligible for a special \$10/visit copay (coinsurance and deductible do not apply) for psychotherapy with providers on the Student Wellness Community Provider list. Contact [Student Wellness](#) for more information.
- **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 Advocate:** The University hosts an on campus [Student Insurance Advocate](#), who will help you sort through your insurance questions, statements, or bills related to U-SHIP. When reaching out to the advocate, please provide your full name and student ID# on emails and voicemails. The advocate can be reached at uchicagoadvocates@uhcsr.com or 773.834.4543 (option #2). You may also visit the Student Insurance Office in the Student Wellness Center, Room 1227, Monday-Friday from 8 a.m. – 4:30 p.m.

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

UChicago Student Wellness

Student Insurance Office
Student Wellness Center
840 East 59th Street
773-834-4543 (Press Option #2)
uchicagoadvocates@uhcsr.com