## 2020-2021

# **Student Injury and Sickness Plan for Dominican University**



## Who is eligible to enroll?

All full-time undergraduate students who are registered for 12 or more credit hours, all full-time graduate students taking 8 or more credit hours, all BSN degree seeking nursing students with 6 or more credit hours, all undergraduate and graduate occupational therapy students with 6 or more credit hours and all degree seeking international students are automatically enrolled in this insurance Plan at registration and the premium for coverage is added to their tuition billing unless proof of comparable coverage is furnished.

Students must actively attend classes for at least the first 31 days after the date for which coverage is purchased. Home study, correspondence and online courses do not fulfill the Eligibility requirements that the student actively attend classes.

Eligible students who do enroll may also insure their Dependents.

## How do I Enroll / Waive?

- 1.Go to www.gallagherstudent.com
- 2.Select your school
- 3. On the left toolbar, click 'Student Waive/Enroll'.
- 4. Log in (if you haven't already).
- 5. Click the 'I want to Enroll/Waive' button.
- 6. Follow the instructions to complete the form.
- 7. Print or write down your reference number. Receipt of this number only confirms submission, not acceptance, of your form

## Important Communication Information

All personal e-mails sent securely from the following companies:

- · Microsoft Office 365
- · Cisco

Most Communication will come from UHCSR.com or Firstriskadvisors.com. Your school email is the main forum of communication

## Who can answer questions I have about the plan?

If you have questions regarding benefits please contact Customer Service at 800-505-4160. With questions regarding enrollment or waiver please contact customerservice@firstriskadvisors.com

## 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 College and can be viewed at <a href="https://www.gallagherstudent.com">www.gallagherstudent.com</a>. This plan is underwritten by UnitedHealthcare Insurance Company and is based on policy number 2020-201560-63. The Policy is a Non-Renewable One-Year Term Policy.

## Important dates or deadlines

Important Information for Hard Waiver Students:

Open Enrollment Periods for all Dependents and Hard Waiver Students: If you have eligible Dependents in the fall or, are a student in the fall semester and eligible to purchase coverage and you choose not to enroll for coverage before the Fall Enrollment Deadline of **September 1, 2020**, your Dependents or you, will not be eligible to enroll again until the start of the next fall unless you experience a Qualifying Life Event during the year.

## Coverage Dates and Plan Cost

Undergraduate Rates	Fall	Spring / Summer
	8/15/20 – 1/14/21	1/15/21 – 8/14/21
Student	\$1,080.00	\$1,080.00
Spouse	\$1,070.00	\$1,070.00
One Child	\$1,070.00	\$1,070.00
Two or More Children	\$2,140.00	\$2,140.00
Spouse + Two or More Children	\$3,210.00	\$3,210.00

Graduate Rates	Fall	Spring / Summer
	8/15/20 – 1/14/21	1/15/21 – 8/14/21
Student	\$1,599.00	\$1,599.00
Spouse	\$1,589.00	\$1,589.00
One Child	\$1,589.00	\$1,589.00
Two or More Children	\$3,178.00	\$3,178.00
Spouse + Two or More Children	\$4,767.00	\$4,767.00

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.

This plan is underwritten by UnitedHealthcare Insurance Company and is based on policy number 2020-201560-63. The Policy is a Non-Renewable One-Year Term Policy.

<sup>\*</sup>For new Dependents or new or renewing students in the Spring semester, your open enrollment deadline is **February 15, 2021.** 

## Highlights of the Student Injury and Sickness Insurance Plan Benefits offered by UnitedHealthcare StudentResources

## METALLIC LEVEL – GOLD WITH ACTUARIAL VALUE OF 84.92%

**Preferred Providers:** The Preferred Provider Network for this plan is UnitedHealthcare Choice Plus. Preferred Providers can be found using the following link: <a href="UHC Choice Plus">UHC Choice Plus</a>

There is no overall maximum dollar limit on the policy	Tourid using the following link. One choice Flus	Preferred Providers	Out-of-Network Providers	
Second Per Insured Person, Per Policy Year   Second Person, P	Overall Plan Maximum			
Nut-of-Pocket Maximum  Ifter the Out-of-Pocket Maximum has been atisfied, Covered Medical Expenses will be paid to 100% for the remainder of the Policy Year  \$13,700 For all Insureds in a Family, Per Policy Year  \$13,700 For all Insureds in a Family, Per Policy Year  \$13,700 For all Insureds in a Family, Per Policy Year  \$13,700 For all Insureds in a Family, Per Policy Year  \$13,700 For all Insureds in a Family, Per Policy Year  \$13,700 For all Insureds in a Family, Per Policy Year  \$13,700 For all Insured Person, Per Policy Year  \$13,700 For all Insureds in a Family, Per Policy Year  \$13,700 For all Insureds in a Family, Per Policy Year  \$13,700 For all Insureds in a Family, Per Policy Year  \$13,700 For all Insureds in a Family, Per Policy Year  \$13,700 For all Insureds in a Family, Per Policy Year  \$13,700 For all Insureds in a Family, Per Policy Year  \$13,700 For all Insureds in a Family, Per Policy Year  \$13,700 For all Insureds in a Family, Per Policy Year  \$13,700 For all Insureds in a Family, Per Policy Year  \$13,700 For all Insureds in a Family, Per Policy Year  \$13,700 For all Insureds in a Family, Per Policy Year  \$13,700 For all Insureds in a Family, Per Policy Year  \$13,700 For all Insureds in a Family, Per Policy Year  \$13,700 For all Insureds in a Family, Per Policy Year  \$13,700 For all Insureds in a Family, Per Policy Year  \$13,700 For all Insureds in a Family, Per Policy Year  \$13,700 For all Insureds in a Family, Per Policy Year  \$100% of Preferred Allowance for Covered Medical Expenses  \$25 Copay for Tier 1 \$25 Copay for Tier 1 \$25 Copay for Tier 2 \$250 Copay for Tier 3 Up to a 31-day supply per prescription filled at a UnitedHealthcare Pharmacy (UHCP)  \$25 Copay for Tier 3 Up to a 31-day supply per prescription filled at a UnitedHealthcare Pharmacy (UHCP)  \$25 Copay for Tier 3 Up to a 31-day supply per prescription filled at a UnitedHealthcare Pharmacy (UHCP)  \$25 Copay for Tier 3 Up to a 31-day supply per prescription filled at a UnitedHealthcare Pharmacy (UHCP)  \$25 Copay for Tier 3 Up to		· · ·		
At 200% for the remainder of the Policy Year ubject to any applicable benefit maximums. Sefer to the plan certificate for details about tow the Out-of-Pocket Maximum applies.  It is not to the plan certificate for details about tow the Out-of-Pocket Maximum applies.  It is not to the plan certificate for details about tow the Out-of-Pocket Maximum applies.  It is not to the plan certificate for details about tow the Out-of-Pocket Maximum applies.  It is not to the plan certificate for details about tow the Out-of-Pocket Maximum applies.  It is not to the plan certificate for details about tow the Out-of-Pocket Maximum applies.  It is not to the plan certificate for details about tow the Out-of-Pocket Maximum applies.  It is not to the plan certificate for details about tow the Out-of-Pocket Maximum applies.  It is not to provide the plan certificate for details about tow the Out-of-Pocket Maximum applies.  It is not to provide the plan certificate for details about tow the Out-of-Pocket Maximum applies.  It is not to provide the plan certificate for details about tow the Out-of-Pocket Maximum applies.  It is not to provide the plan certificate for details about tow the Out-of-Pocket Maximum applies.  It is not to provide the plan certificate for details about to get the plan certificate for details about the plan applies.  It is not to provide the plan applies for Covered Medical Expenses  It is not to provide the plan applies for Covered Medical Expenses  It is not to provide the plan applies for Covered Medical Expenses  It is not to provide the plan applies for Covered Medical Expenses  It is not to provide the plan applies for Covered Medical Expenses  It is not provide the plan applies for Covered Medical Expenses  It is not provide the plan applies for Covered Medical Expenses  It is not provide the plan applies for Covered Medical Expenses  It is not provide the plan applies for Tier 1  It is not provide the plan applies for Tier 1  It is not provide the plan applies for Tier 1  It is not provide the pla	Plan Deductible		\$600 Per Insured Person, Per Policy Year	
Covered Medical Expenses  Provider.  100% of Tier 1  \$45 Copay for Tier 2  \$60 Copay for Tier 3  Up to a 31-day supply per prescription filled at a UnitedHealthcare Pharmacy (UHCP)  100% of Preferred Allowance  No Benefits  No Benefits  No Benefits  No Benefits	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.	Year \$13,700 For all Insureds in a Family,	-	
Standard through UHCP at 2.5 Simes the retail Copay up to a 90 day supply.  Treventive Care Services Including but not limited to: annual physicals, SYN exams, routine screenings and Immunizations. No Copay or Deductible when the services are received from a Preferred Provider. Please see  Standard through UHCP at 2.5 Standard through Up to a 31-day supply per prescription filled at a UnitedHealthcare Pharmacy (UHCP)  100% of Preferred Allowance No Benefits  Standard through Up to a 31-day supply per prescription filled at a UnitedHealthcare Pharmacy (UHCP)  100% of Preferred Allowance No Benefits	Coinsurance All benefits are subject to satisfaction of the Deductible, specific benefit limitations, maximums and Copays as described in the plan certificate.		60% of Usual and Customary Charges for Covered Medical Expenses	
ncluding but not limited to: annual physicals, GYN exams, routine screenings and mmunizations. No Copay or Deductible when the services are received from a Preferred trovider. Please see www.healthcare.gov/preventive-care-benefits/	Prescription Drugs Prescriptions must be filled at a UHCP network pharmacy. Mail order through UHCP at 2.5 times the retail Copay up to a 90 day supply.	\$45 Copay for Tier 2 \$60 Copay for Tier 3 Up to a 31-day supply per prescription filled at a UnitedHealthcare Pharmacy	No Benefits	
	Preventive Care Services Including but not limited to: annual physicals, GYN exams, routine screenings and immunizations. No Copay or Deductible when the services are received from a Preferred Provider. Please see www.healthcare.gov/preventive-care-benefits/ for complete details of the services provided for specific age and risk groups.	100% of Preferred Allowance	No Benefits	
to Deductible Deductible  this list is not all inclusive. Please read the plan	The following services have per service Copays/Deductibles This list is not all inclusive. Please read the plan certificate for complete listing of Copays.			
Disorder Treatment, except Medical Emergency not subject to Deductible and Customary Charges after Deductible	Outpatient Mental Illness/Substance Use Disorder Treatment, except Medical Emergency and Prescription Drugs	not subject to Deductible Other Outpatient Services: 80% of	Other Outpatient Services: 60% of Usual and Customary Charges after Deductible	
rediatric Dental and Vision Benefits Refer to the plan certificate for details (age limits apply).	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, contributed to, 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.

This exclusion does not apply to the Mental Illness and Substance Use Disorders benefits outlined in the Medical Expense Benefits section of the Policy.

Behavioral problems. Conceptual handicap. Learning disabilities. Milieu therapy. Parent-child problems.

This exclusion does not apply to benefits specifically provided in the Policy.

- 3. Circumcision.
- 4. Cosmetic procedures, except:
  - For reconstructive procedures that are:
    - Medically Necessary for the treatment of gender dysphoria.
    - 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.
- 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 abuse facilities for domiciliary or Custodial Care.
- 6. Dental treatment, except:
  - For accidental Injury to Natural Teeth.
  - As described under Dental Treatment in the Policy.

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

- 7. Elective Surgery or Elective Treatment.
- 8. Foot care for the following:
  - Flat foot conditions.
    - Supportive devices for 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.

- 9. Health spa or similar facilities. Strengthening programs.
- Hearing aids. 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.
- 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.
- 11. Hirsutism.
- 12. Hypnosis.
- 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.

This exclusion does not apply to the Preventive Care Services benefits outlined in the Medical Expense Benefits section of the Policy.

- 14. Injury or Sickness for which benefits are paid:
  - Under any Workers' Compensation or occupational Disease Law or Act, or similar legislation.
- 15. Investigational services.
- 16. Lipectomy.
- 17. Commission of or attempt to commit a felony.
- 18. Prescription Drug Services no benefits will be payable for:
  - 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 such as Parlodel, Pergonal, Clomid, Profasi, Metrodin, or Serophene.
  - Refills in excess of the number specified or dispensed after one (1) year of date of the prescription.
- 19. Reproductive services for the following:
  - Genetic counseling and genetic testing, except for the prenatal diagnosis of fetal genetic disorders.
  - Cryopreservation of reproductive materials. Storage of reproductive materials.
  - Fertility tests.
  - Infertility treatment (male or female), including any services or supplies rendered for the purpose or with the intent of inducing conception.
  - Premarital examinations.
  - Impotence, organic or otherwise.
  - 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.
- To benefits specifically provided in the Policy.
- To eye examinations, including preventive screenings, for conditions such as hypertension, diabetes, glaucoma, or macular degeneration.
- 22. Routine Newborn Infant Care and well-baby nursery and related Physician charge, except as specifically provided in the Policy. This exclusion does not apply to the Preventive Care Services benefits outlined in the Medical Expense Benefits section of the Policy.
- 23. Physical examinations and tests for non-preventive care purposes in the absence of Injury or Sickness. This exclusion does not apply to the Preventive Care Services benefits outlined in the Medical Expense Benefits section of the Policy.
- Services provided normally without charge by the Health Service of the Policyholder. Services covered or provided by the student health fee.

- 25. Deviated nasal septum, including submucous resection and/or other surgical correction thereof. Nasal and sinus surgery, except when Medically Necessary, or for treatment of a covered Injury, or treatment of chronic sinusitis.
- 26. Sleep disorders, except for sleep apnea.
- 27. 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. This exclusion does not apply to the Preventive Care Services benefits outlined in the Medical Expense Benefits section of the
- 28. Supplies, except as specifically provided in the Policy.
- 29. Surgical breast reduction, breast augmentation, breast implants or breast prosthetic devices, or gynecomastia, except as specifically provided in the Policy.
- 30. Treatment in a Government hospital, unless there is a legal obligation for the Insured Person to pay for such treatment.
- 31. War or any act of war, declared or undeclared; while serving in the armed forces of any country (a pro-rata premium will be refunded upon request for such period not covered).
- 32. 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, Domestic Partner 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, Domestic Partner 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, Domestic Partner 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 coverage under the student insurance plan, 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 <a href="https://www.telehealth4students.com">www.telehealth4students.com</a>, 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 StudentResources, 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, nontherapeutic 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.

\* Available to Insured students and their covered Dependents ages 18 and over. If you call prior to the effective date of your coverage under the insurance plan , you will be charged a \$40 service fee before being connected to a board-certified physician.

## 24/7 Student Support

Insureds have immediate access to the Student Assistance Program, a service that coordinates care using a network of resources. Services available include counseling, financial and legal advice, as well as mediation. Counseling services are offered by Licensed Clinicians who can provide insureds with someone to talk to when everyday issues become overwhelming. Financial services, provided by licensed CPA's and Certified Financial Planners offer consultations on issues such as financial planning, credit and collection issues, home buying and renting and more. Legal Services are provided by fully credentialed attorneys with at least 5 years of experience practicing law. Mediation services are available to help resolve family-related disputes. 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 and participate in personalized self-help programs. More information about these services is available by logging into My Account at <a href="https://www.firststudent.com">www.firststudent.com</a>.

## HealthiestYou: Virtual Counselor Access

Starting on the effective date of your coverage under the student insurance plan, you have access to mental health providers through a national virtual counseling service.\* Psychiatrists, psychologists and licensed therapists are available to you through a variety of communication methods, including phone and video.

When you sign up, you'll complete a questionnaire, choose your provider and select a date and time for your appointment. Appointments are available 7 days a week. Visits are secure, discreet and confidential, and you have ongoing support with the same provider.

As an insured with **Student**Resources, there is no consultation fee for this service. Every communication with a provider is covered 100% during your policy period.

\*Available to Insured students and their covered Dependent; age restrictions may apply, depending on your state.

## **ID Cards**

Insured students will receive emailed instructions on how to create a *My Account* and access their electronic ID card. From the My Account at www.firststudent.com website, ID cards can be downloaded, faxed, emailed or printed. Additionally, students can request delivery of an ID card through the U.S. mail from their *My Account*. Access to ID card information is also available on the UHCSR mobile app, available on the App Store or Google Play.

## **Online Services**

UnitedHealthcare StudentResources Insureds have online access to their claims status, EOBs, ID Cards, network providers, correspondence and coverage account information by logging in to *My Account* at <a href="https://www.firststudent.com">www.firststudent.com</a>. To create an online account, select the "create My Account Now" link and follow the simple, onscreen directions. All you need is your School ID number or the email address on file. Insureds can also download our UHCSR Mobile App available on Google Play and the App Store.

This Summary Brochure is based on Policy #2020-201560-63.

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 StudentResources 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 <a href="https://ocrportal.hhs.gov/ocr/portal/lobby.jsf">https://ocrportal.hhs.gov/ocr/portal/lobby.jsf</a>

Complaint forms are available at <a href="http://www.hhs.gov/ocr/office/file/index.html">http://www.hhs.gov/ocr/office/file/index.html</a>.

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 անվճար 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

សៅាជំនួយផ្នែកភាសាដែលឥតគិតថ្លៃ មានសម្រាប់អ្នក។ សុមទូរស័ព្ទទៅលេខ 1-866-260-2723។

## Cherokee

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## 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.

## Guiarati

ભાષા સહ્યય સેવાઓ તમારા માટે નિઃશુલ્ક ઉપલબ્ધ છે. કૃપા કરીને 1-866-260-2723 પર ક્રૉલ કરો.

## Hawaiian

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

#### Hindi

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.

#### Ibo

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。

## Karer

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

## 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 ر مار دى 272-66-266-1.

## Laotia

ມີບໍລິການທາງດ້ານພາສາບໍ່ເສຍຄໍ່າໃຫ້ແກ່ທໍ່ານ. ກະລຸນາໂທຫາເບີ 1-866-260-2723.

#### Marathi

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

#### Marshallese

Kwomaroñ bōk jerbal in jipañ in kajin ilo ejjelok wonāān. 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 kohjj' 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 atö tînë yïn abac të cîn wëu yeke thiëëc. Yîn col 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 زباني به طور رايگان در اختيار شما مي باشد. لطفاً با شماره 2723-866-260-1 تماس بگيريد.

## Polish

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

## Portuguese

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

## Punjabi

ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹਨ। ਕਿਰਪਾ ਕਰਕੇ

## 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 تەنبۇقەت تاقىكى، خېكىنىدا، سىبلى ھەپەت كىلىمىدى . مىيىدە مەن يەنبەت ھەنبەت كەنگەردە ئالىرىدى بىلىدى ئ مەن يىلىدى ئىلىرىدى ئالىرىدى ئالىرىدى ئالىرىدى ئالىرىدى ئالىرىدى ئالىرىدى ئالىرىدى ئالىرىدى ئالىرىدى ئالىرىدى

#### 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.

## Hrdi

زبان کے حوالے سے معاونتی خدمات آپ کے لیے بلامعاوضہ دستیاب ہیں۔ براہ مہربانی 2722-266-186 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 èdè tí ó jé òfé, wà fún ó. Pe 1-866-260-2723.