



**Frequently Asked Questions  
For University of West Florida Domestic Students  
2014-2015 Student Health Insurance Plan  
Voluntary Program**

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## “How do I...”

<i>Log in?</i>	<ol style="list-style-type: none"> <li>1. Go to <a href="http://www.gallagherstudent.com/FloridaUSystem">www.gallagherstudent.com/FloridaUSystem</a>.</li> <li>2. Click on the University of West Florida logo.</li> <li>3. On the top right corner of the screen, click ‘Student Login’.</li> <li>4. Follow the login instructions.</li> </ol>
<i>Enroll?</i>	<ol style="list-style-type: none"> <li>1. Go to <a href="http://www.gallagherstudent.com/FloridaUSystem">www.gallagherstudent.com/FloridaUSystem</a>.</li> <li>2. Click on the University of West Florida logo.</li> <li>3. On the left toolbar, click ‘Domestic Student Direct Pay Enroll’.</li> <li>4. Log in (if you haven’t already).</li> <li>5. Follow the instructions to complete the form and submit payment.</li> <li>6. Print or save a copy of the confirmation page.</li> </ol>
<i>Enroll my dependents?</i>	Dependent enrollment is completed at the same time as student enrollment.
<i>Print an ID card?</i>	<p><i>ID cards are usually available 5-7 business days after your eligibility is confirmed.</i></p> <ol style="list-style-type: none"> <li>1. Go to <a href="http://www.gallagherstudent.com/FloridaUSystem">www.gallagherstudent.com/FloridaUSystem</a>.</li> <li>2. Click on the University of West Florida logo.</li> <li>3. On the left toolbar, click ‘Account Home’.</li> <li>4. Log in (if you haven’t already).</li> <li>5. On the left toolbar, under ‘My Account’, click on ‘Authorize Account’.</li> <li>6. Enter your Student ID number and your date of birth, then click on ‘Authorize Account’.</li> <li>7. You will be redirected to the ‘Account Home’ page, then click on ‘Generate ID Card’ under ‘Coverage History’.</li> </ol>
<i>Change my address?</i>	<ol style="list-style-type: none"> <li>1. Go to <a href="http://www.gallagherstudent.com/FloridaUSystem">www.gallagherstudent.com/FloridaUSystem</a>.</li> <li>2. Click on the University of West Florida logo.</li> <li>3. On the left toolbar, click ‘Account Home’.</li> <li>4. Log in (if you haven’t already).</li> <li>5. On the left toolbar, under ‘My Account’, click on ‘Authorize Account’.</li> <li>6. Enter your Student ID number and your date of birth, then click on ‘Authorize Account’.</li> <li>7. You will be redirected to the ‘Account Home’ page, then click on ‘Address’.</li> <li>8. Click ‘Edit Address’.</li> </ol>
<i>Find a Doctor?</i>	<ol style="list-style-type: none"> <li>1. Go to <a href="http://www.gallagherstudent.com/FloridaUSystem">www.gallagherstudent.com/FloridaUSystem</a>.</li> <li>2. Click on the University of West Florida logo.</li> <li>3. Click on ‘Find a Doctor’.</li> </ol>
<i>Find a Participating Pharmacy?</i>	<ol style="list-style-type: none"> <li>1. Go to <a href="http://www.gallagherstudent.com/FloridaUSystem">www.gallagherstudent.com/FloridaUSystem</a>.</li> <li>2. Click on the University of West Florida logo.</li> <li>3. Click on ‘Pharmacy Program’.</li> </ol>

# Insurance Plan Benefits

## What changes have been made to the plan for the 2014-2015 Policy Year?

- The Student Health Insurance Plan is compliant with the final phase of healthcare reform.
- The maximum benefit per policy year is now unlimited.
- Pediatric Dental and Vision benefits have been implemented for those up to the age of 19.
- The Voluntary Plan out-of-pocket maximum is \$6,350 per person, per policy year, applied to services rendered by In-Network Providers only.
- The pre-existing condition limitation has been removed. Pre-existing conditions are now covered immediately.

## What is covered under the Student Health Insurance Plan?

- The plan offers comprehensive benefits that include 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.
- Preventive Care Services are available to cover routine physicals and examinations, routine screenings, routine GYN examinations, and most immunizations with no cost-sharing for a student when services are received by In-Network Providers.
- Services provided by a participating In-Network Provider are generally covered at 80%, while services provided by an Out-of-Network Provider are generally covered at 60%.
- Please refer to the plan brochure available at [www.gallagherstudent.com/FloridaUSystem](http://www.gallagherstudent.com/FloridaUSystem) click on the University of West Florida logo, and then click on 'My Benefits and Plan Information' for complete details about coverage, limitations, and exclusions.

## How much does the plan cost?

Rates	Annual Coverage (8/15/14-8/14/15)	Fall Only Coverage (8/15/14-12/31/14)	Spring (1/1/15-5/5/15)	Spring/Summer (1/1/15-8/14/15)	Summer (5/6/15-8/14/15)
Student*	\$3,706	\$1,439	\$1,294	\$2,339	\$1,046
Spouse*	\$15,936	\$6,189	\$5,566	\$10,062	\$4,498
Child*	\$5,045	\$1,958	\$1,761	\$3,184	\$1,424
Child(ren)*	\$12,337	\$4,790	\$4,309	\$7,789	\$3,481

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

## Am I covered if I have a pre-existing condition?

Yes, pre-existing conditions are covered immediately under the 2014-2015 Student Health Insurance Plan.

## What is a deductible? Does this plan have a deductible?

A deductible is the amount for which you are responsible before payment is made by the claims company. Once you have paid the deductible, whether it's applied to one service or multiple services, the plan will pay for covered medical expenses as indicated in the plan brochure.

The Student Health Insurance Plan has a \$250 per person, per policy year deductible that applies to services received from an In-Network Provider and a \$500 per person, per policy year deductible that applies to services received from an Out-of-Network Provider.

## Am I required to get a referral from my school's Health Services before I seek treatment?

No, a referral is not required with the Student Health Insurance Plan, but there are many benefits to first seeking care or advice from Student Health Services. Students should be aware that on-campus Health Services are available to them. Your school's Health Center website is <http://uwf.edu/healthcenter/>.

## **Can I go to any doctor or hospital?**

Yes, you can go to any provider; however, you will save money by seeing providers that participate in the UnitedHealthcare Choice Plus PPO Network because providers participating in this network have agreed to accept a predetermined negotiated amount, or Preferred Allowance, as payment for their services.

Go to [www.gallagherstudent.com/FloridaUSystem](http://www.gallagherstudent.com/FloridaUSystem), click on the University of West Florida logo, and then click on 'Find a Doctor' to locate participating In-Network Providers.

## **Do I get an ID card?**

Yes, ID cards are available online. They may be printed from a computer or viewed on your smart phone.

## **How do I get my prescriptions filled?**

- Prescriptions can be filled at a UnitedHealthcare Pharmacy Network participating pharmacy. To find a list of participating pharmacies near you, [www.gallagherstudent.com/FloridaUSystem](http://www.gallagherstudent.com/FloridaUSystem), click on the University of West Florida logo, and then click on 'Pharmacy Program'.
- At participating pharmacies, you will pay a \$15 copayment for a 30-day supply of a Tier-1 drug, a \$40 copayment for a 30-day supply of a Tier-2 drug, and a \$70 copayment for a 30-day supply of a Tier-3 drug.

Prescriptions are also available through a Mail Service Program. Through the Mail Service Program you will pay 2.5x the cost of a 30-day supply for a 90-day supply of your prescription drug. Go to [www.gallagherstudent.com/FloridaUSystem](http://www.gallagherstudent.com/FloridaUSystem), click on the University of West Florida Logo, and then click on 'Pharmacy Program' to learn the details of the pharmacy program, including the Mail Service Program. Students who take maintenance drugs are encouraged to use the Mail Service Program to be able to receive the maximum benefit available.

Outpatient medications for treatment of a Covered Expense are covered prescriptions. If the treatment of a medical condition is limited or excluded from the plan, the outpatient prescription is likewise limited or excluded.

## **Does this plan cover me when I am off campus, traveling or studying abroad?**

Yes, the Student Health Insurance Plan covers you during semester breaks, summer vacation and even if you're traveling or studying abroad. You'll be covered for the period for which you paid premium.

In addition to being covered for medical treatment and services, you will also be covered for Repatriation of Remains, Emergency Medical Evacuation and Travel Assistance Services through FrontierMEDEX, the 24-hour worldwide assistance service. All services must be arranged for in advance and provided by FrontierMEDEX. Any services not arranged by FrontierMEDEX will not be considered for payment.

- When studying or traveling abroad, keep your Student Health Insurance ID card with you and take a copy of the brochure for reference.
- When outside of the United States, you will likely be asked to pay for your medical care first and will then need to seek reimbursement. Covered Expenses will be reimbursed on an Out-of-Network basis.
- When you submit claims for reimbursement, you will need to have the itemized bill(s) translated into English and include a letter informing the claims administrator that you are seeking reimbursement for charges previously paid.
- Please ensure that your name, ID number, address (to receive your reimbursement check), and the school name are on the bill.

## **Eligibility, Enrollment & Waiving**

### **Who is eligible for the plan?**

- Domestic Students taking 12 hours (3 hours during summer sessions); all Graduate Students taking 9 or more hours and/or registered for thesis or dissertation (maximum of one year if not taking credit hours) may enroll in the Student Health Insurance Plan on a voluntary basis.
- Part-time students are not eligible for coverage.
- Online courses do not count toward meeting the full-time course load requirement.

## **Can I enroll my eligible dependents?**

Yes, you can enroll your eligible dependent(s) at the same time as your own initial plan enrollment by following the steps described in the 'How do I...' section of this document. Dependent coverage must be purchased for the same time period as the student's period of coverage and cannot exceed coverage purchased by the student. For example, a student enrolled for annual coverage cannot purchase dependent coverage for the spring semester unless a qualifying event, as defined below, occurs.

Students can also add eligible dependent(s) if they experience one of the following qualifying events: (a) marriage (b) birth of a child, (c) divorce, or (d) if the dependent is entering the country for the first time. If dependent enrollment meets one of these qualifying events, the Dependent Enrollment Form, supporting documentation, and payment must be received by Gallagher Student Health & Special Risk within 31 days of the qualifying event. Forms received more than 31 days after the qualifying event will not be processed. Once a dependent is enrolled, coverage cannot be terminated unless the student loses eligibility.

## **Claims Processing**

### **What should I do if I receive a bill, or need to be reimbursed, for services I received?**

Physicians should bill the claims administrator. The billing information is on the back of your Student Health Insurance ID card. However, if you do receive a bill or if you have paid for a service and need to be reimbursed, please send your bill (and proof of payment if seeking reimbursement) to the claims administrator. You do not need an additional claim form. Make sure your name, health insurance ID number, and school name are on the bill. Make a copy for your records before sending to the claims administrator at the address provided in the Important Contact Information section of this document.

### **Is any other information needed in order to pay a claim?**

If the treatment you received was a result of an accident, you will receive notification from the claims administrator asking for information about the accident, i.e. was it the result of a car accident, from playing sports, etc. Your claim cannot be processed without this information, so please respond promptly. You may also receive a request asking if you are covered by any other health insurance plan. It is important that you respond promptly to this as well.

### **How will my claims be paid if I have other health insurance in addition to the Student Health Insurance Plan?**

The Student Health Insurance Plan has a coordination of benefits provision. This means your plan with Gallagher Student Health & Special Risk will coordinate the payment of claims with your other insurance company. You will need to provide the claims company with information about your other health insurance company.

Please refer to the brochure for details.

## **Plan Enhancements**

### **Will I be covered under the plan after I graduate?**

Yes, you will be covered under the Student Health Insurance Plan until the end of the policy period for which you have purchased coverage. There is no option to continue coverage after the policy terminates.

### **Are there any additional insurance products available?**

Please visit [www.gallagherstudent.com/FloridaUSystem](http://www.gallagherstudent.com/FloridaUSystem), click on the University of West Florida logo, then click on the 'Other Insurance Products' link for complete details about additional insurance products that are available as well as enrollment information.

*This document is intended to provide a summary of the available benefits. Please refer to the brochure for a complete description of the benefits, exclusions, and limitations of the plan.*

## Important Contact Information

Information Needed	Who to contact	Contact Information
<i>Questions about enrollment, coverage, benefits, or ID cards</i>	<b>Gallagher Student Health &amp; Special Risk</b>	Gallagher Student Health & Special Risk 500 Victory Road Quincy, MA 02171 Phone: 1-877-540-7407 Email: <a href="mailto:UWFStudent@gallagherstudent.com">UWFStudent@gallagherstudent.com</a> Website: <a href="http://www.gallagherstudent.com/FloridaUSystem">www.gallagherstudent.com/FloridaUSystem</a> , click on the University of West Florida logo
<i>Questions about claims and claims payment</i>	<b>UnitedHealthcare StudentResources</b>	UnitedHealthcare StudentResources P.O. Box 809025 Dallas, TX 75380-9025 Website: <a href="http://www.uhcsr.com">www.uhcsr.com</a> Phone: 1-866-948-8472 Email: <a href="mailto:GKClaims@uhcsr.com">GKClaims@uhcsr.com</a>
<i>Questions about preferred providers</i>	<b>UnitedHealthcare Choice Plus PPO Network</b>	Phone: 1-866-948-8472 Website: <a href="http://www.gallagherstudent.com/FloridaUSystem">www.gallagherstudent.com/FloridaUSystem</a> , click on the University of West Florida logo, then click on 'Find a Doctor'
<i>Questions about participating pharmacies</i>	<b>UnitedHealthcare Pharmacy Network</b>	Phone: 1-855-828-7716 Website: <a href="http://www.gallagherstudent.com/FloridaUSystem">www.gallagherstudent.com/FloridaUSystem</a> , click on the University of West Florida logo, then click on 'Pharmacy Program'
<i>Worldwide assistance services (medical evacuation and repatriation)</i>	<b>FrontierMEDEX</b>	Toll-free within the United States: 1-800-527-0218  Collect from outside the United States: 1-410-453-6330  Email: <a href="mailto:operations@frontiermedex.com">operations@frontiermedex.com</a>
<i>Questions about assistance programs</i>	<b>Collegiate Assistance Program</b>	Phone: 1-850-474-2172