



**Frequently Asked Questions
For University of West Florida Domestic Students
2015-2016 Student Health Insurance Plan
Voluntary Program**

Table of Contents

“How do I...?”	2
Insurance Plan Benefits	3
What is covered under the Student Health Insurance Plan?	3
Are dental benefits included in the Student Health Insurance Plan?	3
How much does the plan cost?	3
Am I required to get a referral from my school’s Health Services before I seek treatment?	3
Does this plan cover me when I am off campus, traveling or studying abroad?	3
Will I be covered under the plan after I graduate?	4
Eligibility, Enrollment & Waiving	4
Who is eligible for the plan?	4
Can I enroll my eligible dependents?	4
How does Health Care Reform affect the Student Health Insurance Plan?	4
What is considered ‘comparable coverage’?	4
Can I get a refund of my Student Health Insurance premium?	5
Plan Enhancements	5
What enhancements are available under this plan?	5
Are there any additional insurance products available?	5
Important Contact Information	6

“How do I...?”

<i>Log in?</i>	<ol style="list-style-type: none"> 1. Go to www.gallagherstudent.com/UWF. 2. On the top right corner of the screen, click ‘Student Login’. 3. Follow the login instructions.
<i>Enroll?</i>	<ol style="list-style-type: none"> 1. Go to www.gallagherstudent.com/UWF. 2. On the left toolbar, click ‘Domestic Student Direct Pay Enroll’. 3. Log in (if you haven’t already). 4. Follow the instructions to complete the form and submit payment. 5. Print or save a copy of the confirmation page.
<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"> 1. Go to www.gallagherstudent.com/UWF. 2. On the left toolbar, click ‘Account Home’. 3. Log in (if you haven’t already). 4. On the left toolbar, under ‘My Account’, click on ‘Authorize Account’. 5. Enter your Student ID number and your date of birth. 6. Click on ‘Authorize Account’. 7. You will be redirected to the ‘Account Home’ page, then click on ‘Generate ID Card’ under ‘Coverage History’.
<i>Change my address?</i>	<ol style="list-style-type: none"> 1. Go to www.gallagherstudent.com/UWF. 2. On the left toolbar, click ‘Account Home’. 3. Log in (if you haven’t already). 4. On the left toolbar, under ‘My Account’, click on ‘Authorize Account’. 5. Enter your Student ID number and your date of birth. 6. Click on ‘Authorize Account’. 7. You will be redirected to the ‘Account Home’ page, then click on ‘Address’. 8. Click ‘Edit Address’.
<i>Find a Doctor?</i>	Go to www.gallagherstudent.com/UWF and click on ‘Find a Doctor’.
<i>Find a Participating Pharmacy?</i>	Go to www.gallagherstudent.com/UWF and click on ‘Pharmacy Program’.
<i>Seeking Care on Campus?</i>	<p>Go to or Call:</p> <p>UWF Student Health Services Bldg. 960 / Suite 106 11000 University Pkwy. Pensacola, FL 32514 Phone: (850) 474-2172</p>

Insurance Plan Benefits

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 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%.
- This plan has a \$250 per person, per policy deductible that applies to services received from an In-Network Provider. This plan has a \$500 per person, per policy deductible that applies to services received from an Out-of-Network Provider.
- At participating pharmacies, you will pay a \$15 copayment for a 30-day supply of a generic/Tier-1 drug, a \$25 copayment for a 30-day supply of a preferred brand name/Tier-2 drug, and a \$70 copayment for a 30-day supply of a non-preferred brand name/Tier-3 drug.
- Please refer to the plan brochure available at www.gallagherstudent.com/UWF by clicking on 'My Benefits and Plan Information' for complete details about coverage, limitations, and exclusions.

Are dental benefits included in the Student Health Insurance Plan?

There is a pediatric preventive dental benefit available for students and their enrolled eligible dependents up to the age of 19. Please see the Student Health Insurance Plan brochure for details. For students age 19 and older, please visit the Gallagher Student Health & Special Risk (www.gallagherstudent.com) website for coverage options available for purchase.

How much does the plan cost?

Rates	Annual Coverage (8/15/15-8/14/16)	Fall Only Coverage (8/15/15-12/31/15)	Spring (1/1/16-5/5/16)	Spring/Summer (1/1/16-8/14/16)	Summer (5/6/16-8/14/16)
Student*	\$1,482	\$563	\$512	\$919	\$410
Spouse*	\$1,482	\$563	\$512	\$919	\$410
Child*	\$1,482	\$563	\$512	\$919	\$410
All Children*	\$2,964	\$1,126	\$1,024	\$1,838	\$820
All Dependents*	\$4,446	\$1,689	\$1,536	\$2,757	\$1,230

*A nominal, non-refundable processing fee applies.

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 Services website is: <http://uwf.edu/healthcenter/>.

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 have paid premium.

In addition to being covered for medical treatment and services, you will also be covered for Emergency Medical Evacuation, Repatriation of Remains and Travel Assistance Services through UnitedHealthcare Global, the 24-hour worldwide assistance service. All services must be arranged for in advance and provided by UnitedHealthcare Global. Any services not arranged by UnitedHealthcare Global 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 your school's name are on the bill.

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.

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 the student experiences 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 the student experiences 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.

How does Health Care Reform affect the Student Health Insurance Plan?

If you are under the age of 26, you MAY be eligible to enroll as a dependent under the employer health insurance plan held by your parent(s). However, before you do so, you should fully compare the employer plan against this Student Health Insurance Plan to determine which plan's rates, benefits and coverage are most appropriate for you.

In addition to the items mentioned above, keep in mind that Student Health Insurance Plans are generally less expensive than individual plans with similar benefits. In fact, your total out-of-pocket cost (including premium and deductibles) may be significantly LESS with this Student Health Insurance Plan, especially if your parents' employer plan is considered a 'high deductible' plan.

What is considered 'comparable coverage'?

Determining comparable coverage requires comparison of cost-sharing levels (deductibles and coinsurance) and access to In-Network Providers. The level of benefits should meet or exceed the benefits provided through the Student Health Insurance Plan. Coverage is considered comparable if it provides students with access to a range of services in and around the area where they attend school. Services include, but are not limited to, preventive and primary care, emergency care, surgical care, inpatient and outpatient hospitalization, lab work, diagnostic x-rays, physical therapy and chiropractic care, prescription drugs, mental health and substance abuse treatment. Also, consider the amount of your current plan's deductible and In- and Out-of-Network coinsurance to avoid high out-of-pocket costs. Students should be able to seek these services from providers who are considered In-Network or Preferred. If your current plan is an HMO, it is very likely that coverage is limited, or not available, outside of the HMO's service area.

Plans that only provide emergency services in the campus area are not considered comparable.

Can I get a refund of my Student Health Insurance premium?

A refund of premium is only permitted when a student enters the armed forces. If you are enrolled in the Student Health Insurance Plan and then become eligible to enroll in a different health plan, for any reason, a premium refund is not available.

Other than the above situations, if you are enrolled in the Student Health Insurance Plan and then become eligible to enroll in a different health plan, for any reason, a premium refund is not available.

Plan Enhancements

What enhancements are available under this plan?

Exclusively from Gallagher Student Health & Special Risk, enrolled students have access to a menu of products at no additional cost. More information is available by visiting www.gallagherstudent.com/UWF and clicking on the 'Discounts and Wellness' link.

Are there any additional insurance products available?

Please visit www.gallagherstudent.com/UWF and 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>	Gallagher Student Health & Special Risk	Gallagher Student Health & Special Risk 500 Victory Road Quincy, MA 02171 Phone: 1-877-540-7407 Email: UWFStudent@gallagherstudent.com Website: www.gallagherstudent.com/UWF
<i>Questions about claims and claims payment</i>	UnitedHealthcare StudentResources	UnitedHealthcare StudentResources P.O. Box 809025 Dallas, TX 75380-9025 Website: www.uhcsr.com Phone: 1-866-948-8472 Email: GKClaims@uhcsr.com
<i>Questions about preferred providers</i>	UnitedHealthcare Choice Plus PPO Network	Phone: 1-866-948-8472 Website: www.gallagherstudent.com/UWF click 'Find a Doctor'
<i>Questions about participating pharmacies</i>	UnitedHealthcare Pharmacy Network	Phone: 1-855-828-7716 Website: www.gallagherstudent.com/UWF , click 'Pharmacy Program'
<i>Worldwide assistance services (medical evacuation and repatriation)</i>	United HealthCare Global	Toll-free within the United States: 1-800-527-0218 Collect from outside of the United States: 1-410-453-6330 Email: assistance@UHCGlobal.com
<i>Questions about assistance programs</i>	Collegiate Assistance Program	Phone: 1-850-474-2172