



**University of North Florida  
Domestic Students  
2020-2021 Student Health  
Insurance Plan (SHIP)  
Frequently  
Asked  
Questions**

## Log in

1. Go to [www.gallagherstudent.com/unf](http://www.gallagherstudent.com/unf).
2. On the top right corner of the screen, click “Student Login”.
3. Follow the login instructions.

## Enroll

1. Go to [www.gallagherstudent.com/unf](http://www.gallagherstudent.com/unf).
2. Click “Student Direct Pay Enroll”.
3. Log in (if you haven’t already) by following the instructions on the website.
4. Follow the instructions to complete the form and submit payment.
5. Save a copy of your reference number.

## Enroll my dependents

1. Go to [www.gallagherstudent.com/unf](http://www.gallagherstudent.com/unf).
2. Click “Dependent Enroll”.
3. Log in (if you haven’t already) by following the instructions on the website.
4. Follow the instructions to complete the form and submit payment.
5. Save a copy of your reference number.

## Obtain an ID card

ID cards are usually available 5-7 business days after your eligibility is confirmed.

1. Go to [www.uhcsr.com/MyAccount](http://www.uhcsr.com/MyAccount).
2. Log in or “Create Account”
3. Complete the registration form using your name, date of birth, and student ID number.
4. Once logged in, you will have access to ID cards, Claim information, EOBs and other plan-related information.

## Obtain a tax form

If the federal government requires reporting of health insurance coverage for 2020, tax forms will be mailed to the address on file by either the Insurance Carrier or the Claims Administrator. Please refer to the Important Contact Information Section of this document for further information.

## Print a Verification Letter

Verification Letters are usually available 5-7 business days after your eligibility is confirmed.

1. Go to [www.gallagherstudent.com/unf](http://www.gallagherstudent.com/unf).
2. On the left toolbar, click “Account Home”.

3. Log in by following the instructions on the website (if you haven't already).
4. 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 "Verification Letter" under "Coverage History."

### View my account information

1. Go to [www.gallagherstudent.com/unf](http://www.gallagherstudent.com/unf).
2. Log in by following the instructions on the website (if you haven't already).
3. Under "My Account," click on "Authorize Account".
4. Enter your Student ID number and your date of birth.
5. Click on "Authorize Account".
6. You will be redirected to the "Account Home" page where you can see your current coverage, claims ID number (if applicable), and contact information.

### Change my address

Please contact your school to update your address.

### Find a Doctor

1. Go to [www.gallagherstudent.com/unf](http://www.gallagherstudent.com/unf), and click on "Find a Doctor"
2. Log in by following the instructions.

### Find a Participating Pharmacy

1. Go to [www.gallagherstudent.com/unf](http://www.gallagherstudent.com/unf), and click on "Pharmacy Program"
2. Log in by following the instructions.

## Insurance Plan Benefits

### What benefits does your SHIP provide?

Your SHIP is fully compliant with the Affordable Care Act (ACA) and all other federal and state mandates. It pays for a variety of medical services, including 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.

It covers preventive care services at no cost when you use In-Network providers. This includes routine physicals and examinations, screenings, GYN examinations, and most immunizations.

It pays for 80% of your medical fees when you use In-Network providers. This is the advantage to using in-network providers. When you use Out-of-Network providers the coinsurance is less which means your potential

out-of-pocket costs are more. There may be copayments and deductibles you'll be responsible for paying.

- It has a \$500 per Insured, per policy year deductible for In-Network medical services.
- It has a \$800 per Insured, per policy year deductible for Out-of-Network medical services.
- For prescription drugs from participating pharmacies, you will pay:
  - a \$15 copay for a 31-day supply of a Tier-1 drug,
  - a \$50 copay for a 31-day supply of a Tier-2 drug,
  - a \$200 copay for a 31-day supply of a Tier-3 drug.
- Note: in some cases, your doctor must get permission from the insurance company before prescribing a drug. You can see which drugs require preapproval by visiting your school's page at [www.gallagherstudent.com](http://www.gallagherstudent.com).

### Need more information about your plan?

Go to [www.gallagherstudent.com/unf](http://www.gallagherstudent.com/unf).

### What changes have been made to the Plan for the 2020-2021 Policy Year?

- HIV PrEP (Truvada) is now covered under the Preventive Care benefit.
- For specific drugs, Step Therapy and Prior Authorization have been added to the Pharmacy Benefit.

### Does your plan include dental and/or vision benefits?

If you're 18 or younger, you can get preventive dental and vision benefits with this plan. The same holds true for your enrolled eligible dependents as long as they are 18 or younger. For details, refer to your SHIP brochure or certificate.

### More information about your dental and vision options

To enroll in a voluntary dental plan or vision plan (additional cost), go to [www.gallagherstudent.com/dental](http://www.gallagherstudent.com/dental) or [www.gallagherstudent.com/vision](http://www.gallagherstudent.com/vision). The types of plans and availability of plans vary by state. The voluntary vision plan is not available in the following states: MA, MD, MT, NM, NY, RI, WA, PA (certain counties).

### How much does the SHIP cost?

	Annual 8/17/20-8/16/21	Fall 8/17/20-1/5/21	Spring 1/6/21-5/9/21	Spring/Summer 1/6/21-8/16/21	Summer 5/10/21-8/16/21
<b>Enrollment Deadline</b>	<b>9/30/20</b>	<b>9/30/20</b>	<b>2/13/21</b>	<b>2/13/21</b>	<b>6/30/21</b>
<b>Student</b>	\$6,137	\$2,388	\$2,085	\$3,749	\$1,664
<b>Spouse</b>	\$6,137	\$2,388	\$2,085	\$3,749	\$1,664
<b>One Child</b>	\$6,137	\$2,388	\$2,085	\$3,749	\$1,664
<b>2 or more Children</b>	\$12,274	\$4,775	\$4,170	\$7,499	\$3,328
<b>Spouse + 2 or more Children</b>	\$18,411	\$7,163	\$6,256	\$11,248	\$4,993

## Do I need a referral from my school's Health Services to see an off-campus health provider?

No, you don't need a referral. However, seeking care or advice first from Health Services is a good idea, since they can connect you with valuable on-campus services or refer you to providers they know off-campus. For more information, visit your school's Health Services website <https://www.unf.edu/shs/>.

## Am I still covered if I live off campus or I'm traveling or studying abroad?

Yes, your plan covers you wherever you are - during semester breaks and summer vacation. This is true even if you're traveling or studying abroad. As long as you're enrolled in SHIP and you paid your premiums, you'll be covered.

## More information about off-campus, travel and study abroad

In addition to being covered for medical treatment and services, your plan also offers 24-hour Worldwide Travel Assistance which includes services ranging from a lost passport to helping with emergency medical assistance or arranging for emergency medical evacuation or repatriation of remains. It's important to contact UnitedHealthcare Global to make the arrangements for you, so contact them before making arrangements on your own. If you don't contact them first, these services will not be covered.

Other information about seeking medical care abroad:

- Always keep your SHIP ID card with you.
- Save a copy of the plan brochure and/or bookmark your student health website.
- If you get sick while abroad, you will likely need to pay for your care first and then need submit bills for reimbursement. Your covered expenses will likely be considered an Out-of-Network expense.
- Before you submit claims for reimbursement, have the itemized bill(s) translated into English. Also include a letter informing the claims administrator you already paid for the healthcare service and need to be reimbursed.
- Write your name, ID number, address, and school name are on your bill(s). This will help the claims company process your reimbursement request correctly and promptly.

## Does my plan still cover me after I graduate?

You will be covered under your SHIP until the end of the policy period for which you are enrolled and have paid your premium. If you enrolled and paid for annual coverage and graduate in the spring, you will be covered until the end of the policy year. Note: you won't be able to continue your coverage after your policy terminates.

## Eligibility, Enrollment & Waiving

### Am I eligible for student health insurance?

All registered domestic undergraduate students enrolled in a minimum of 12 credit hours (or considered full-time), graduate students enrolled in a minimum of 9 credit hours (or considered full-time) and Practical Training students (regardless of credit hours) are eligible to enroll in the Student Health Insurance Plan. Credit hour requirements can be met by a combination of online and on campus credit hours, not exceeding 50% online.

You must actively attend classes for at least the first 31 days after your policy begins. Home-study, correspondence, and online courses do not fulfill this requirement.

Please Note: As a result of students needing to study remotely off-campus due to COVID-19, online credit hours can exceed 50% for the Fall Semester only.

### Can I enroll my eligible dependents?

Yes, you can enroll your eligible dependent(s) by going to [www.gallagherstudent.com](http://www.gallagherstudent.com) and clicking on “Dependent Enroll”.

Note: You must purchase dependent insurance for the same time period as your own coverage. It can't be for a longer or shorter period than your own. For example, if you enroll for annual coverage, you can't limit your dependent's insurance to only the spring semester unless a qualifying event occurs.

### Once I'm enrolled in the SHIP, can I cancel it? Can I get a refund?

In some cases, you can cancel your SHIP and receive a refund.

Once you're enrolled in SHIP, you will remain enrolled in it for that coverage period. You have no option to terminate it unless you enter the armed forces. In that case, we will refund a pro-rated share of your premium.

## Plan Enhancements

### How to enhance your Student Health Insurance Plan

You can enhance your SHIP by accessing several products available exclusively from Gallagher Student Health & Special Risk. They include:

- EyeMed Vision Care Program—allows you to receive discounted services at participating EyeMed providers.

Gallagher Student Health now gives you access to SilverCloud, an online behavioral health platform that provides behavioral health care and support for enrolled students. The platform delivers clinically proven, evidenced-based content, programs, and support for depression, anxiety, and stress.

To learn more about your plan enhancements, visit [www.gallagherstudent.com](http://www.gallagherstudent.com).

### What other types of insurance are available?

Personal property and renters Insurance is available to all students and covers you while on- or off-campus, at home, or abroad. All of your belongings including cell phones, laptops, clothing, books and much more are protected from accidental damage, theft, fire damage, and water damage.

For details, go to [www.gallagherstudent.com/property](http://www.gallagherstudent.com/property) to get a quote and enroll.

Please visit [www.gallagherstudent.com](http://www.gallagherstudent.com) for complete details about additional insurance products and how to enroll.

## Important Contact Information

Answer Needed	Who To Contact	Contact Information
Enrollment, coverage, or Verification Letters	Gallagher Student Health & Special Risk	500 Victory Road Quincy, MA 02171 Website: <a href="http://www.gallagherstudent.com/unf">www.gallagherstudent.com/unf</a> , click the 'Customer Service' link
Benefits, claims, claims payments, and Tax forms	UnitedHealthcare StudentResources	P.O. Box 809025 Dallas, TX 75380-9025 Phone: 1-866-948-8472 Email: <a href="mailto:GKClaims@uhcsr.com">GKClaims@uhcsr.com</a> Website: <a href="http://www.uhcsr.com">www.uhcsr.com</a>
In-Netw ork providers	UnitedHealthcare Choice Plus	Phone: 1-866-948-8472 Website: <a href="http://www.gallagherstudent.com/unf">www.gallagherstudent.com/unf</a> , click "Find a Doctor"
In-Netw ork pharmacies	UnitedHealthcare Pharmacy Netw ork	Phone: 1-855-828-7716 Website: <a href="http://www.gallagherstudent.com/unf">www.gallagherstudent.com/unf</a> , click "Pharmacy Program"
Voluntary Dental	Ameritas	Phone: 1-855-672-3232
Gallagher Student Health Plan Enhancements	EyeMed (Discount Vision), Silvercloud (Behavioral Health)	EyeMed Phone: 1-866-839-3633 Website: <a href="http://www.enrollwitheyemed.com">www.enrollwitheyemed.com</a>  Silvercloud Website: <a href="https://gsh.silvercloudhealth.com/signup/">https://gsh.silvercloudhealth.com/signup/</a>
Worldw ide assistance services (medical evacuation and repatriation)	UntiedHealthcare Global	Toll-free within the United States: 1-800-527-0218  Collect from outside of the United States: 1-410-453-6330  Email: <a href="mailto:assistance@UHCGlobal.com">assistance@UHCGlobal.com</a>
Assistance programs	24/7 Nurseline and Student Assistance	Phone: 1-877-643-5130
Telehealth services	Healthiest You	Healthiest You Phone: 1-855-866-0895 Website: <a href="http://www.telehealth4students.com">www.telehealth4students.com</a>