



SAM HOUSTON STATE UNIVERSITY

2015-2016

Frequently Asked Questions

How do I know if I am eligible for the Student Health Insurance Plan?

All registered **Domestic students** taking six (6) or more credit hours (three (3) or more during summer sessions) are eligible to participate in the plan. Distance Learning students taking six (6) or more credit hours with at least three (3) or more credit hours on-campus credit courses and paying the Student Health Center fee are eligible to enroll in the plan.

All registered **International students** taking one (1) or more credit hours are required to participate in the Plan. International students are automatically enrolled, and the premium will be added to their tuition bill. All International students with U.S. based employer and embassy plans are eligible to waive the plan as determined by the SHSU Student Health Services.

What is my Policy number?

The Sam Houston University Student Health Insurance Policy Number is 2015-3893-1/4 for your Medical Policy. Your Policy number is located on your plan brochure and ID card.

Does this plan meet the new Health Care Reform requirements?

This Student Health Insurance Plan meets the Final Rules related to Student Health Insurance coverage as defined by the U.S. Department of Health and Human Services and the Centers for Medicare and Medicaid Services which were published on March 16, 2012.

What is a Qualifying Event?

A qualifying event is when a student or Dependent has a change in status and loses coverage under another Health Care Plan. At that point, they will become eligible to enroll for coverage under the Student Health Insurance Plan provided, within 31 days of the qualifying event, students should send a copy of the Certificate of Creditable Coverage, the completed Qualifying Event Form and the letter of ineligibility to Academic HealthPlans. A change in status due to a qualifying event includes, but is not limited to, loss of a spouse, whether by death, divorce, annulment or legal separation, or loss of employment.

What does the insurance cover?

The Student Health Insurance Plan covers Injury and Sickness. Some of the benefits include, but are not limited to: inpatient hospitalization, outpatient doctor's visits, X-rays, laboratory charges, surgery and emergency care. There are limitations and maximums that may apply. Please refer to the "Schedule of Benefits" section in the Student Health Insurance Plan brochure. This will provide specific details regarding your Policy.

FAQS?



How do I get an ID Card?

It is very important to make sure that your address, phone number, and email address on file at the school are current and accurate. If not, ID cards, explanation of benefits and other notifications about your Student Health Insurance Plan may not get to you. If you have moved or your contact information has changed, please make sure you update your contact information with your school. Additionally, please notify us at support@ahpcare.com so we can update our records as well. Please include "Contact information update" in the subject line; include your first and last name and student ID, as well your new contact information, in the email message.

Can I go to any Doctor?

Preferred Providers allow the Insured to maximize the benefits offered under this plan. You should seek treatment from the Preferred Provider Organization (PPO), which consists of Hospitals, Doctors, ancillary, and other health care providers organized into a network for the purpose of delivering quality health care at affordable rates. Your Preferred Provider Organization is UnitedHealthcare Choice Plus. For a list of providers, please go to shsu.myahpcare.com or call (800) 767-0700.

Where do I get a claim form

Medical claim forms are not required.

How do I file a claim?

Submit all prescription receipts (for providers outside of those contracting with UnitedHealthcare Choice Plus), medical and Hospital bills incurred to UnitedHealthcare StudentResources, P.O. Box 809025, Dallas, Texas 75380-9025 for processing within 90 days of treatment. The claim procedure is listed on the back of your ID card.

Does this Policy pay all medical bills in full?

Benefits for the Policy Year are payable at 80% (Preferred Provider) or 60% (Out-of-Network), unless otherwise specified in the Policy, up to the Policy maximum. There are specific benefit limitations and exclusions on the Policy as well. Please go to shsu.myahpcare.com to review the brochure for more details.

If I have questions, who should I call?

If you have questions regarding enrollment, premium or claims and benefits please call Academic HealthPlans at (855) 370-7211.