



Attention: Important notice on Emergency Services

Many health plans, including your UK Student Health Plan (SHP), have guidelines for what is payable in hospital emergency rooms.

Your health plan will not pay for services received in the Emergency Room if you do not have an emergency medical condition as defined in your policy.

Emergency Department treatment is very expensive. Seek care through primary care providers if your health condition allows.

As with all plan coverages, it is not up to your doctor to tell you when a service will be paid for through the provider company... it is *your responsibility* to understand your plan.

**Read more at uky.myahpcare.com
and contact UK and AHP representatives
with any questions.**

In case of emergency...

If your condition is life-threatening,
go immediately to the Emergency
Room or call 911.

If you are unsure if your condition
is an emergency, call the 24-hour
Nurse Line.

Nurse Line:
1-877-924-7758

Also remember, University Health Service has
clinicians certified in Emergency Medicine
who can provide urgent care during clinic
hours. Call **859-323-INFO (4636)** to speak with
our Phone Information Nurse.

These tips are brought to you by your UK SHP Office.
UK employees are here to help you understand this
health plan.

Email the UK SHP Office at
studenthealthplan@uky.edu.

