

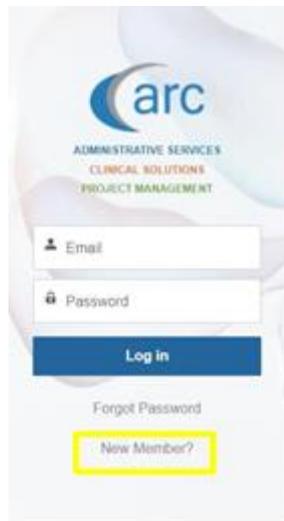
UK Student ARC Online Guide

How to obtain your Medical and Pharmacy ID Card

First Time Setup

Whether you are a new or existing member, you will be required to register in the new site. To register for the new site, do the following:

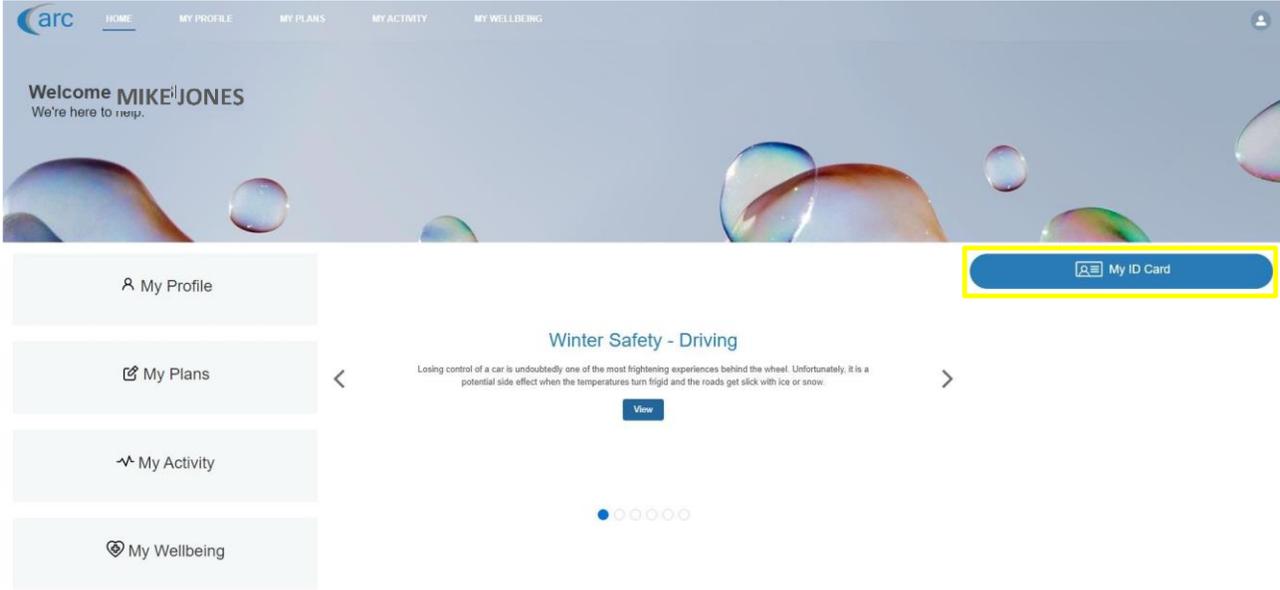
1. Go to my.arcsvs.com
2. At the login screen, click on the New Member Link at the bottom.



3. Enter your Member ID and Date of Birth and click Next.
4. Enter your email address and click Next.
5. You will receive a confirmation message that your registration is complete.

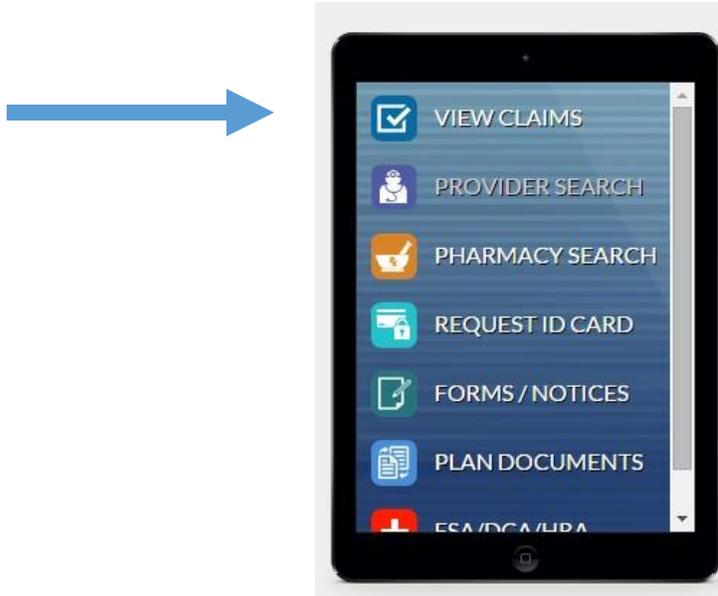
After registration, you will receive an email from ARC Services welcoming you to the new site. Click on the link inside the email which will take you to the site. You will be prompted to set your password. Once your password is set, you will be taken to the Home page of the site.

The My ID Card button will allow you to view your ID Card for printing or downloading. This button is also available on your Profile page.



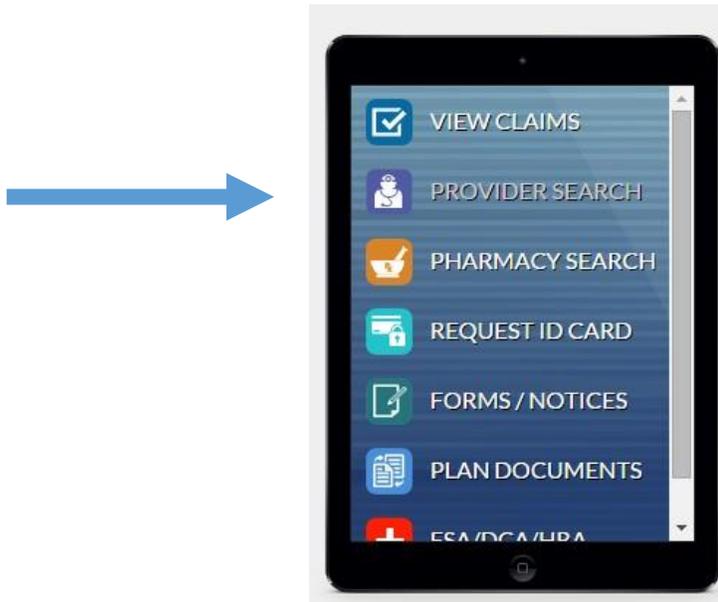
How to View your Medical Claims and EOBs online

To view claims and EOBs, select “VIEW CLAIMS” from the tablet:



Provider Network:

To search participating providers, select “PROVIDER SEARCH” from the tablet. This will direct you to Anthem.com where you can search network doctors in your area.



Once on Anthem.com, select "FIND A DOCTOR":



To insure all providers are in your network, enter your UKY prefix in this section:

Find a Doctor [Encontrar un doctor](#)

Find a doctor, hospital, dentist, pharmacy and more. You'll get the most from your insurance plan (and save money), if you choose a doctor or hospital in your network.



Search as a Member

Log in or use your Anthem ID card to make sure you find a doctor or hospital in your network, which will help keep your costs down.

Username:

Password:

OR

Identification number or alpha prefix (first three letters): [?](#)

Continue



Search as a Guest

Each of our plans has its own network of doctors and hospitals. We can help you find a doctor or hospital in the correct network for you.

Continue

[Search by Selecting a Plan or Network](#)

[Search All Plans and Networks](#)

Select your search criteria and click "Search"

All fields are required unless labeled optional

Find a Doctor [Encontrar un doctor](#)

I want to search using the first three letters of my identification number:

UKY [Select a plan/network](#) 

I'm looking for a:

Doctor/Medical Professional 

Whose name is: (optional)

Enter name

Who specializes in:

Family/General Practice, Internal Med 

[Show specialty details](#)

Located near:

40507

Within a distance of:

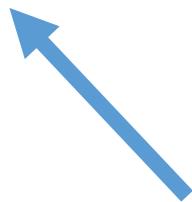
10 miles 

Who is: (optional)

- Accepting New Patients 
- Able to serve as Primary Care Physician (PCP) 

[Show more options](#)

Search



ARC Administrators

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Lexington, KY 40582

Email: eligibility@arcsvs.com

UK Member Services: 855-214-8287