

How to submit bills to the insurance company

1. When submitting any bill or document to **United Healthcare Student Resources (UHCSR)**, include your name, social security number, date of birth, policy # 2008-794-1 or 2008-794-3 and Group Name: Loyola Marymount University. (Indicate that you are an LMU student).
2. Make copies of all bills and correspondence before you submit them to UHCSR. Keep a record of all phone conversations, including the name of the person with whom you spoke, date, time and details. If you need to correspond with SR over the phone, be prepared to refer to your documents and bills.
3. **A referral is required** if you seek medical services outside the Student Health Center (SHC). If you did not receive a referral from the SHC, you will need to notify UHCSR about the circumstances (was it a medical emergency, was the SHC closed, etc.). Please review the referral section of the insurance booklet, page 2.
4. To keep your cost to a minimum, stay within the "Preferred Provider Organization." You may get a list of providers for your area by going online at www.uhcsr.com. Please call the provider's office and confirm their participation as a United Healthcare member prior to your appointment, this will save time and money.
5. Follow-up visits from the emergency room or other facilities **must be done at the SHC**. UHCSR does not cover follow-up visits from other facilities unless care from a specialist is required. Not all procedures and costs are covered 100%. To verify coverage, call UHCSR and provide your name, SSN, policy and group number (see #1).
6. There is a \$100.00 deductible per year.
7. When you review the insurance pamphlet, take special note of the sections listing Exclusions and Limitations and Extension of Benefits. If you are in the middle of a procedure and the coverage ends (either December 31 or July 31), it may be prudent to extend the policy to continue coverage. Call UHCSR for details.
8. If your total bills are over \$1,000, UHCSR requires written verification of the date of your LMU enrollment and the number of units you are taking. Obtain this information from the Registrar's office. You must respond to any correspondence requested by UHCSR or your claim may be delayed or denied.
9. If you have contacted SR and they do not have a record of your enrollment, please call Student Accounts at 1-310-338-2711.
10. If you need assistance processing a claim contact UHCSR Customer Service at 1-877-848-8472, customerservice@uhcsr.com or claims@uhcsr.com.

STUDENT RESOURCES
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