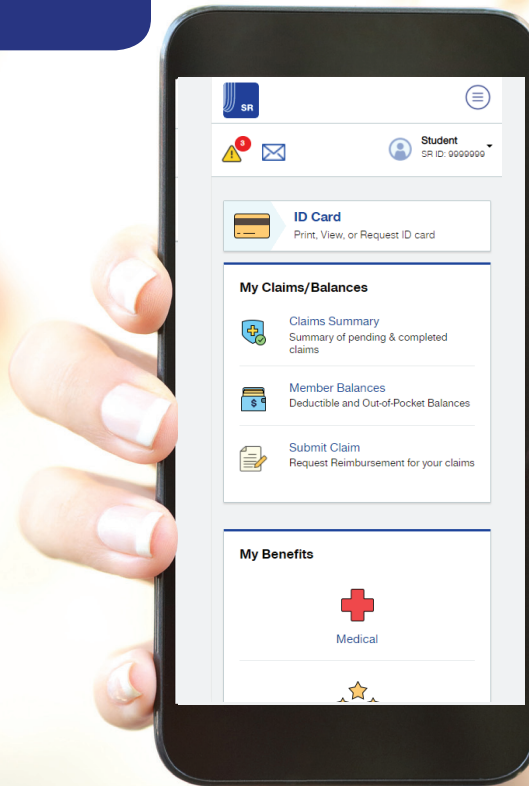


Electronic ID Card

Accessing your ID card through our website or mobile app gives you the ability to download the image to your device for easier access and even fax or e-mail your ID card image on the spot. Once your insurance coverage is active, you'll receive an email letting you know your ID card is available.



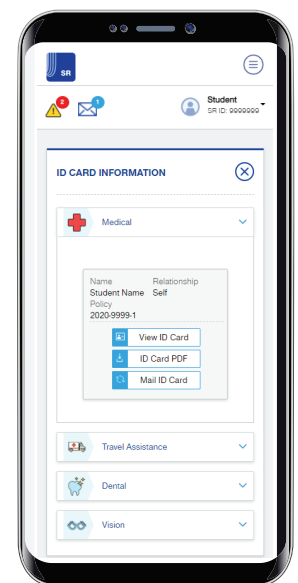
Access your ID Card via Mobile App:

Access to your ID card is available through the UHCSR Mobile App - available on both GooglePlay and the App Store.



Access your ID Card via My Account:

Go to your My Account at uhcsr.com/myaccount. Once you've logged in, click on ID Card. From this screen you have the option to view, download, fax or request an ID card to be mailed to you.



UnitedHealthcare **Student**Resources does not discriminate on the basis of race, color, national origin, sex, age or disability in health programs and activities.

ATTENTION: Language assistance services, free of charge, are available to you. Please call 1-866-260-2723.

ATENCIÓN: Usted tiene a su disposición servicios de asistencia en otros idiomas, sin cargo. Llame al 1-866-260-2723.

注意：免费提供语言协助服务。請致電 1-866-260-2723。





My Account login now quicker and simpler



The My Account login process has recently undergone a significant change. This change has been implemented in order to improve the security and reliability of the login process. The new process is designed to provide users with a secure and convenient way to access their account information. With My Account you'll have information about your coverage, immediate access to view and print your ID cards and access to your claim history, including your explanation of benefits (EOBs).

Signing up is easy!

1. Go to myaccount.uhcsr.com.
2. If you have an existing HealthSafe ID, click Sign In. If not, click on Register Now.
3. Follow the on-screen prompts to register. You will need your 7-digit SRID or Student ID/Civil ID/National ID (SACM).
4. Enter username and password of your choice.
5. Choose a confirmation method. Once you confirm your email, you will need to sign in using the username and password you created.

- View your benefits and coverage details
- View or print your ID card
- Review Action Center alerts and your messages
- Submit claims, check claim status and EOB
- Review and respond to claim letters
- Update personal information
- Search for a preferred provider
- Provide other insurance information, accident details or Personal Representative Appointment
- Provide tax information for IRS Form 1095-B (not applicable to international students)

Scan this code to Sign In or Register.



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**United
Healthcare®**



Stay Connected and in control

Manage your plan and access care on the go!

Just download the UHCSR app to:

- Search for a provider and their location
- Create your My Account with your email address, school ID or SR ID number
- View and share your ID card
- View claims
- Quick access to Customer Service
- Appoint a Personal Representative
- Easily review and explore the best care options for your needs



The UHCSR app is available for download.



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United
Healthcare®



24/7 access through My Account



With My Account, you have quick, easy and secure access to your health insurance information 24/7. Once you've created your My Account, log in with your username and password at www.uhcsr.com/myaccount. You'll have access to your account online at your own convenience.

The screenshot shows the UnitedHealthcare Student Resources My Account dashboard. At the top, there is a navigation bar with links for Home, My Coverage, My Claims, My Benefits, Care Options, Messages, Action Center, and Need Assistance?. Below the navigation bar, the dashboard is divided into several sections:

- 1 My Claims/Balances:** Includes Claims Summary (Summary of pending & completed claims), Member Balances (Deductible and Out-of-Pocket Balances), and Submit Claim (Request Reimbursement for your claims).
- My Benefits:** Includes Medical, Dental, Vision, and Additional Benefits.
- Care Options:** Includes Find Medical Provider/Estimate Cost (Locate a Healthcare Provider), Find Mental Health Resources (Review your Mental Health Services), Student Health Center (Your school's Student Health Center), Telehealth Medical (24/7 doctor access), Telehealth Mental Health (Virtual online counseling), and Not Sure Where To Go? (Know your care options and cost). There is an Explore More button at the bottom.
- 2 ID Card:** Print, View, or Request ID card.
- 3 Coverage Information:** Policy Info., Tax Documents, Get Additional Coverage, View Coverage Letter (COB).
- Enroll Dependent:** Enroll dependents on your plan.
- Authorize Someone To Speak On Your Behalf:** Appoint Personal Representative (PRA).
- Learn More About Your Health Insurance:** Videos, FAQs, Glossary.

1. Submit claims, review claim status & EOB's
2. View, print or download ID card
3. View benefits & coverage details
4. Review Action Center alerts & messages

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Talk to a doctor or therapist by phone or video

UnitedHealthcare Student Resources and HealthiestYou have partnered together to provide access to doctors and mental healthcare from anywhere you are, even while traveling internationally.*

All services are free for students covered under the UHCSR insurance plan. Services are available for all other students for a fee, as noted below.

From the HealthiestYou app or website you can get:**

General Medical

Talk to a licensed doctor 24/7 by phone or video from anywhere

Mental Health

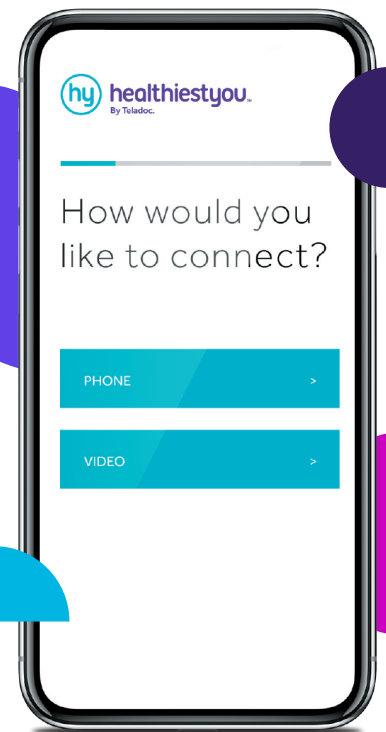
Choose a therapist and schedule an appointment by phone or video 7 days a week (7 a.m. to 9 p.m.)

- Therapist
- Psychiatrist



for UHCSR students

Discounted rate for non-UHCSR students



Get care when you need it

Call 855-870-5858

Download the app  

* Relationship must be established with a mental health provider in the U.S. prior to traveling internationally.

** For the 2023 - 2024 policy year

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Need help? Student Assist is here for you

Students in need of help can access the **Student Assist** toll-free number for specialized services that provide confidential assistance in dealing with personal issues and crises. This number can be found in the student's My Account, making it easy to get the support they need, whenever they need it.



Crisis Support - 24/7/365 access to prompt in-the-moment services. Beginning with your first toll-free call, our master's level specialists will listen carefully to assess your needs.



Web-Based Services - Our website **LiveAndWorkWell.com** offers range of confidential help to navigate life's challenges. It includes health risk assessments, health/fitness calculators, and other helpful resources.



Self Care - Access to a digital program that provides students with evidence-based tools to help improve their mental health and build life skills. It offers immediate access to cognitive behavioral therapy (CBT) techniques that can be used on a mobile device to help manage stress and promote emotional well-being.



CollegeLife - Provides direct access to experts and referrals for a broad-spectrum of pre-screened and qualified convenience resources for students who may be experiencing issues distracting them from their studies.



Legal and Financial - Students also have access to help with issues such as mounting credit card debt, divorce and child custody matters.



Mediation - Access to national network of over 3,000 mediators to help resolve family-related disputes. All mediators are attorneys or subject matter experts. Caller may receive a free 30 minute consultation with a 25% discount for additional services with a network attorney (caller is responsible for attorney costs).

Student Assist services are provided through OptumHealth Behavioral Solutions and OptumHealth Care Solutions, UnitedHealth Group companies. The Student Assist is not a substitute for medical attention. If you have an emergency medical condition, you should call 911 or your local emergency services number.

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