

2018 - 2019 Hillsborough Community College Policy 2018-202907-91

International Student Insurance Program Frequently Asked Questions

When is the insurance effective?

	Effective dates
Spring/Summer:	1/1/2019 to 8/13/2019
Summer:	5/1/2019 to 8/13/2019

How do I enroll in the insurance plan?

Online enrollment is the easiest way to enroll – please visit www.insuranceforstudents.com/hcc and select “Enroll” in the yellow box. Once you enroll confirmation of coverage will be sent directly to you and to your international advisor at Hillsborough Community College

What does the insurance cover and what are the exclusions?

Students can view the 2018-2019 brochure (benefits and exclusions) online at www.insuranceforstudents.com/hcc

What is the name of the insurance underwriter?

Student Resources (SPC) Ltd. a UnitedHealth Group Company

How do I obtain an identification card?

You must first set up an online account at www.insuranceforstudents.com/hcc by selecting “My Account”. My account provides you with the ability to print or view your ID card. You may also access to review claim status, correspondence and explanation of benefits.

How do I find a local medical provider (physician/hospital)?

The Preferred Provider Network for this plan is UnitedHealthcare Options PPO. Preferred Providers can be found using the following link:

www.insuranceforstudents.com/hcc
Please select “Search for Providers”

****Your highest benefits and lowest cost can be achieved by seeking medical care at any of the Urgent Care Clinics through the network****

How do I file a claim?

Mail all medical and hospital bills along with the patient’s name and insured student’s name, address and student ID number to:

United Healthcare Student Resources
PO Box 809025
Dallas, TX 75380-9025 1-888-251-6253

Make and retain copies of all correspondence before you send them to the claims office.

How do I fill a medical prescription?

You may visit any United Healthcare network pharmacy (855-828-7716). Make sure to provide your medical ID card each time you fill a prescription so that you can pay copayments of \$20 per Tier 1 prescription, 30% per Tier 2 prescription and 40% per Tier 3 prescription. If you do not provide your medical ID card information when purchasing a prescription you are still able to mail in the receipt & completed prescription claims form to the insurance company for a refund.

PLEASE CONTACT OUR OFFICE BELOW FOR QUESTIONS:

Insurance for Students, Inc.

**1690 S. Congress Avenue, Suite 101
Delray Beach, FL 33445**

Phone: 1-800-356-1235 Web: www.insuranceforstudents.com/hcc