



# 2017-2018 ISSI BASIC PLAN

## International Student Insurance Program

### Frequently Asked Questions



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#### *How do I enroll in the coverage?*

Students can enroll online at [www.insuranceforstudents.com](http://www.insuranceforstudents.com) by locating the ISSI BASIC Plan and selecting "enroll" within the yellow box. Students may also enroll by mailing a completed enrollment form & payment to the address at the bottom of the enrollment form.

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#### *When is the insurance effective?*

Coverage can begin as soon as the date after enrollment is submitted or at a future date within the policy year. There is a 90 day minimum purchase per enrollment and a maximum purchase of 365 days within the same policy year.

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#### *What is the name of the insurance underwriter & policy number?*

The Catlin Insurance Company Policy #0925-2653

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#### *What does the insurance cover and what are the exclusions?*

Students can view the 2017-2018 Brochure (benefits and exclusions) online at [www.insuranceforstudents.com](http://www.insuranceforstudents.com) by locating the ISSI BASIC Plan and selecting Program Brochure.

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#### *How do I receive an identification card?*

A printable identification card will be available immediately after enrollment. A Hard copy will be mailed to you in within 2 weeks of enrollment.

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

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

[www.multiplan.com](http://www.multiplan.com)

Once on the home page, select PHCS network (logo on front of the card) and click "go"

**\*\*When locating an Emergency Room, Hospital or Facility on the PPO network make sure to verify that all providers at each facility who will see/bill you are ALSO on the Multiplan PHCS Network \*\***

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#### *How do I file a claim?*

**\*\*A CLAIM FORM MUST BE FILED FOR EACH SICKNESS OR INJURY\*\***

When you present your medical ID card to a provider most providers will submit claims directly to the insurance company. The claims department contact information for the insurance program is:

AMA & Associates  
PO Box 659570

San Antonio, TX 78265-9570

Claims/Customer service phone number is 1-800-456-7480

Make sure to make and retain copies of all correspondence before you send them to the claims office. The claim form can be found on the [www.insuranceforstudents.com](http://www.insuranceforstudents.com) website under "Program Tools" and must be completed & submitted to the claims department for claims to be processed.

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#### *How do I fill a medical prescription?*

You may visit any Catamaran network pharmacy (800-207-2568). Make sure to provide your medical ID card each time you fill a prescription so that you can pay copayments of \$10 per generic prescription, \$30 per brand name prescription and \$50 per multi-source prescription.

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PLEASE CONTACT OUR OFFICE BELOW FOR ASSISTANCE:

**Insurance for Students, Inc.**  
**1690 S. Congress Ave., Suite 101**  
**Delray Beach, FL 33445 Phone: 800-356-1235**