



December 9, 2020

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Ivy Nelly Waithira Mbocua
PO Box 244023
Montgomery, AL 36124

Thank you for being a UnitedHealthcare StudentResources member.

We're glad you're here.

This is your UnitedHealthcare health plan ID card. It has information about you and your coverage so you'll want to take it with you wherever you go.

Please be sure all the information on your ID card is correct. Call us using the toll-free member number on your ID card if any information is not correct or you need assistance. You can start using your ID card on your effective date.

To get the most out of your plan, follow these steps:

1. Get access on the go.

Create your My Account at www.uhcsr.com/myaccount. Our mobile friendly website will help you:

- Find and estimate the cost of the care you need.
- See what's covered and get information about any additional benefits available to you.
- View claim details and account balances and much more.

2. Check out our videos page.

www.UHCSR.com/video has many informative videos on how to access and utilize key elements in your My Account, as well as a large library of mental health videos provided by Psych Hub.

3. Know your network.

With almost every plan, you'll pay less if you choose doctors, clinics and hospitals in your network. Search for network providers on www.uhcsr.com or the UHCSR mobile app.

STD (5/20)

Attached is your new UnitedHealthcare ID card. The ID card contains important phone numbers and claim filing instructions.

UnitedHealthcare®
StudentResources

2020-21 Academic Year

Insured: Ivy Nelly Waithira Mbocua
SR ID #: 8437307 Policy # (80840): 2020-38-4
Group Name: Auburn University

Members: Customer Service Providers: Customer Service
1-800-767-0700 **1-888-224-4875**

Virtual Visits: Medical/Mental Health
1-855-870-5858 telehealth4students.com
24/7 SAP: Counseling Services 1-877-862-1172

MultiPlan
Complementary Network

OPTUMRx

UnitedHealthcare Choice Plus
Rx Bin #610279, Rx PCN #9999, Rx Grp #UHCSTRC01
ID1:20S Underwritten by UnitedHealthcare Insurance Co.

CLAIMS INSTRUCTIONS

Submit claims to the company within 90 days or as required by state law after the date of service. Mail all medical bills along with the insured student's name, patient's name, SR ID number, address, and group name to the address listed below.

Send claims to:
StudentResources
P.O. Box 809025
Dallas, TX 75380-9025
Electronic Payer ID#: 74227 for 837's
STDNT for 270-271 and 276-277

For emergencies while traveling call:
UnitedHealthcare Global
1-877-461-2273 (Toll-free) or 1-410-453-6330
or email: assistance@uhcglobal.com
ID#: 355751

For Hospital pre-admission notification call UnitedHealthcare at 1-877-295-0720.

NOTICE TO ALL HEALTHCARE PROVIDERS

This card is not a guarantee of coverage. For information concerning coverage, co-payment and claims instructions, please call Customer Service at the number listed on the front of this card.

www.uhcsr.com

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