



Health care with a difference

Student Health Plan

Gallaudet University 2014-2015

 UnitedHealthcare®



Thank you for considering UnitedHealthcare as your provider of health benefit coverage.

We know you want the best benefit coverage with the fewest obstacles between you and your health care. Here are some of the ways becoming a UnitedHealthcare member can help.

A really big network

Our network is one of the largest in the nation, with more than 768,471 doctors and health care professionals and 5,675 hospitals. So chances are your regular doctor already participates with us. It also means that almost anywhere you are in the country, you'll be able to find a network hospital and get the same benefit coverage level you find at home. Whether your home is in Texas, Maryland, Colorado or almost anywhere else, your benefits travel with you.

With a nationwide network, your benefit coverage travels with you:

- ▶ 768,471 doctors and health care professionals
- ▶ 5,675 hospitals
- ▶ 60,000 pharmacies
- ▶ 57,000 counselors and mental health practitioners

Student Health Services

You will continue to have access to the services available through the Student Health Services. In order to receive the highest level of benefits, you are encouraged to visit the Student Health Services before seeking care elsewhere.

Eligibility

Students must actively attend classes for at least the first 31 days after the purchase date of this benefit coverage, unless an official medical withdrawal has been approved by Student Financial Services. Gallaudet University requires insurance for all International, MSSD and full-time undergraduates and graduates while attending their respective schools. Unless you waive this plan and show proof of comparable coverage, you are automatically enrolled in and charged for the Student Health Plan sponsored by Gallaudet University.

Gallaudet full-time undergraduate, graduate and international students must waive or purchase the Gallaudet's health insurance plan by Aug. 25, 2014, and by Jan. 20, 2015, for newly enrolled second semester students. To waive or purchase the insurance you will need to access the purchase/waiver form through your Bison account during Online Business Registration. If Student Financial Services does not receive your form by the deadline, or if you failed to purchase comprehensive coverage, your student account will be automatically billed for the premium due. Missing the deadline may result in an administrative fee.

Full-time student status is determined in accordance with the standards set forth by Gallaudet University.

Voluntary enrollment is available to all part-time students. If you are a part-time student and would like to enroll in the Gallaudet Student Health Plan, you will need to access the purchase form through your Bison account during Online Business Registration. The enrollment deadline for voluntary enrollment will be Aug. 25, 2014, for fall semester and by Jan. 20, 2015, for newly enrolled second semester students.

MSSD students may voluntarily purchase the Gallaudet University health insurance plan by contacting the Office of Student Life at Model Secondary School for the Deaf. The deadline to enroll for new fall semester students is Sept. 2, 2014 and for new spring semesters students is Feb. 2, 2015.

If you are eligible for coverage and waive it, but then lose coverage, you can enroll in the Student Health Plan after these deadlines. Presenting documentation from your former insurance company, the one that no longer provides you with personal accident and health insurance, and a payment for the premium within thirty-one (31) days will make you eligible for coverage under Gallaudet's program. The effective date under the Student Health Plan will be the date your former insurance expired. The premium will be reflective for the period of coverage. Requests for coverage after thirty-one (31) days from the expiration of the former coverage will not be considered until the next school year.

Eligible students who do enroll also may insure their dependents. To be eligible for coverage under the Policy, a Dependent must reside within the United States.



The definition of Dependent is subject to the following conditions and limitations:

- ▶ A Dependent includes any dependent child under age 26.
- ▶ A Dependent includes an unmarried dependent child who is age 26 or older, or becomes incapacitated and dependent upon the subscriber.

The Covered Student must reimburse us for any Benefits that we pay for a child at a time when the child did not satisfy these conditions.

A Dependent also includes a child for whom health care coverage is required through a “Qualified Medical Child Support Order” or other court or administrative order. The Enrolling Group is responsible for determining if an order meets the criteria of a Qualified Medical Child Support Order.

A Dependent does not include anyone who is also enrolled as a Covered Student. No one can be a Dependent of more than one Covered Student.

Dependent eligibility expires concurrently with that of the Insured student. To enroll dependents, please go to www.universityhealthplans.com.

UnitedHealthcare maintains its right to investigate student status and attendance records to verify that the policy eligibility requirements have been met. If and whenever UnitedHealthcare discovers that the policy eligibility requirements have not been met, its only obligation is refund of premium.

Effective and termination dates

The Master Policy on file at the school becomes effective July 15, 2014, at 12 a.m. The Master Policy terminates July 14, 2015, at 11:59 p.m. Coverage for newly enrolled spring students will become effective Dec. 15, 2014, at 12 a.m. and continues until July 14, 2015, at 11:59 p.m. Dependent coverage will not be effective prior to that of the insured student or extend beyond that of the insured student.

Premium refund policy

Except for medical withdrawal due to a covered Injury or Sickness, any student withdrawing from school during the first 31 days of the period for which coverage is purchased shall not be covered under the Policy and a full refund of the premium will be made. Students withdrawing after such 31 days will remain covered under the Policy for the full period for which premium has been paid and no refund will be allowed.

Covered Persons entering the armed forces of any country will not be covered under the Policy as of the date of such entry. A pro-rated refund of premium will be made for such persons upon written request received by the company within 90 days of withdrawal from school. Refunds for any other reason are not available.

“Dependent” means the Covered Student’s spouse or an unmarried dependent child of the Covered Student or the Covered Student’s spouse. All references to the spouse of a Covered Student shall include a Domestic Partner. The term “child” includes any of the following:

- natural child
- stepchild
- legally adopted child
- child placed for adoption
- child for whom legal guardianship has been awarded to the Covered Student or the Covered Student’s spouse

Extension of benefits after termination

The coverage provided under the Policy ceases on the Termination Date. However, if a Covered Person is hospital confined on the Termination Date from a covered Injury or Sickness for which benefits were paid before the Termination Date, Covered Medical Expenses for such Injury or Sickness will continue to be paid as long as the condition continues but not to exceed 31 days after the Termination Date.

The total payments made in respect of the Covered Person for such condition both before and after the Termination Date will never exceed the Maximum Benefit. After this Extension of Benefits after Termination provision has been exhausted, all benefits cease to exist and under no circumstances will further payments be made.

Some of the important benefits of your plan:

You have access to a network of physicians, facilities and other health care professionals, including specialists. There are no copayments for clinical services received at the campus. Student health services are available for office visits and hospital care, as well as inpatient and outpatient surgery. Care CoordinationSM services are available to help identify and prevent delays in care for those who might need specialized help.

Summary of Benefits – UnitedHealthcare Choice Plus

With this plan, you will receive the highest level of benefits when you seek care at the campus Student Health Services, or when referred to a network physician, facility or other health care professional. In addition, you do not have to worry about any claim forms.

You also may choose to seek care outside the network. However, you should know that care received from a non-network physician, facility or other health care professional means a higher deductible, copayment and coinsurance. In addition, if you choose to seek care outside the network, UnitedHealthcare only pays a portion of those charges and it is your responsibility to pay the remainder. This amount you are required to pay, which could be significant, does not apply to the Out-of-Pocket Maximum. We recommend that you ask the non-network physician or health care professional about their billed charges before you receive care.

The following benefit summary reflects the following:

- ▶ In-network care is covered at 100%, except as noted.
- ▶ Out-of-network care is covered at 60%, with members responsible for 40% of eligible expenses.

Premiums

	Annual	Spring	Summer
Gallaudet University			
Student Only	\$3,404	\$1,986	\$568
Spouse	\$4,912	\$2,866	
Child(ren)	\$4,303	\$2,511	
Model Secondary School for the Deaf			
MSSD Student	\$3,338	\$1,948	

Student Coverage Periods

	Effective Date	Expiration Date
Annual	7/15/2014	7/14/2015
Spring/Summer	12/15/2014	7/14/2015
Summer	5/15/2015	7/14/2015

The following services are covered by the Student Health Plan:

- Emergencies anywhere in the world
- Prenatal care
- Routine checkups at Student Health Services
- Mammograms

Benefits payment overview

The following chart shows how the plan pays benefits for the major types of health plan expenses. By using a Preferred Provider, you will lower your out-of-pocket expenses.

The summary is intended as an overview of the benefits provided under the 2014/2015 Gallaudet University Student Health Plan. To view the full plan brochure, including plan limitations and exclusions, please visit www.universityhealthplans.com and click on “Gallaudet University.”

Benefit Level	In-Network	Out-of-Network
Deductible: Single	\$250	\$400
Deductible: Family	\$500	\$600
Out-of-Pocket: Single	\$6,350	\$9,525
Out-of-Pocket: Family	\$12,700	\$19,050
Annual Maximum	No Maximum Benefit	No Maximum Benefit
Lifetime Maximum	No Maximum Benefit	No Maximum Benefit
Coinsurance	100%	60% coverage (member responsible for 40% of eligible expenses)
Inpatient Hospital	100%	60%
Outpatient Surgery	100%	60%
Physician Copay	No copayment	60%
Preventive Care	No copayment	60%
Emergency Room	\$150 per visit	60%
Urgent Care	\$50 per visit	60%
Outpatient Lab/Radiology	100%	60%
Mammography	100%	60%
Mental Health, Inpatient	100%	60%
Mental Health, Outpatient No Limit	100%	60%
Substance Abuse, Inpatient	100%	60%
Substance Abuse, Outpatient No Limit	100%	60%
Pharmacy (Retail) up to 31-day Supply		
Tier 1 (Copayment)	\$20	Retail + Difference
Tier 2 (Copayment)	\$30	Retail + Difference
Tier 3 (Copayment)	\$60	Retail + Difference
Pharmacy (Mail Order) up to 90-day Supply		
Tier 1 (Copayment)	\$50	Not Covered
Tier 2 (Copayment)	\$75	Not Covered
Tier 3 (Copayment)	\$150	Not Covered
Deductible	None	None
Out-of-Pocket Maximum	None	None
Annual Rx Maximum Benefit (Combined)	No Maximum Benefit	

UnitedHealthcare

Student Health Insurance Modified

Plan 153

Utilizing the Choice Plus Network

Access to high-quality, affordable health care is vital to academic success. UnitedHealthcare helps keep you and your family healthy with comprehensive medical coverage options, including preventive care and emergency services. It is easy to get care and maintain your health with a UnitedHealthcare Student Health Benefit Plan.

The Choice Plus plan gives you the freedom to see any Physician or other health care professional from our Network, including specialists, without a referral. With this plan, you will receive the highest level of benefits when you seek care from a Network Physician, facility or other health care professional. In addition, you do not have to worry about any claim forms or bills.

You also may choose to seek care outside the Network, without a referral. However, you should know that care received from a non-Network Physician, facility or other health care professional means a higher deductible and copayment. In addition, if you choose to seek care outside the Network, UnitedHealthcare only pays a portion of those charges and it is your responsibility to pay the remainder. This amount you are required to pay, which could be significant, does not apply to the Out-of-Pocket Maximum. We recommend that you ask the non-Network Physician or health care professional for information about their billed charges *before you receive care*.

Some of the Important Benefits of Your Plan:

You have access to a Network of Physicians, facilities and other health care professionals, including specialists, without designating a primary Physician or obtaining a referral.

Benefits are available for office visits and hospital care, as well as inpatient and outpatient surgery.

Care CoordinationSM services are available to help identify and prevent delays in care for those who might need specialized help.

Emergencies are covered anywhere in the world.

Pap smears are covered.

Prenatal care is covered.

Routine check-ups are covered.

Childhood immunizations are covered.

Mammograms are covered.

Choice Plus *Benefits Summary*

Types of Coverage

This Benefit Summary is intended only to highlight your Benefits and should not be relied upon to fully determine coverage. This benefit plan may not cover all of your health care expenses. **More complete descriptions of Benefits and the terms under which they are provided are contained in the Certificate of Coverage (COC) that will be made available upon enrolling in the Plan.** If this Benefit Summary conflicts in any way with the Policy issued to the Enrolling Group, the Policy shall prevail.

Terms that are capitalized in the Benefit Summary are defined in the Certificate of Coverage.

Where Benefits are subject to day, visit and/or dollar limits, such limits apply to the combined use of Benefits whether Network or non-Network, except where mandated by state law.

Network Benefits are payable for Covered Health Services provided by or under the direction of your Network Physician.

*Prior Notification is required.

Network Benefits / Copayment Amounts

Annual Deductible: \$250 per Covered Person per Policy Year, not to exceed \$500 for all Covered Persons in a family.

Out-of-Pocket Maximum: \$6,350 per Covered Person per Policy Year, not to exceed \$12,700 for all Covered Persons in a family. Copayments, Coinsurance, and Deductibles accumulate towards the Out-of-Pocket Maximum. Prescription Drug cost shares are included in the Medical Out-of-Pocket Maximum

Maximum Policy Benefit: No Benefit Maximum

non-Network Benefits / Copayment Amounts

Annual Deductible: \$400 per Covered Person per Policy Year, not to exceed \$600 for all Covered Persons in a family.

Out-of-Pocket Maximum: \$9,525 per Covered Person per Policy Year, not to exceed \$19,050 for all Covered Persons in a family. Copayments, Coinsurance, and Deductibles accumulate towards the Out-of-Pocket Maximum. Prescription Drug cost shares are included in the Medical Out-of-Pocket Maximum

Maximum Policy Benefit: No Benefit Maximum

Types of Coverage	Network Benefits / Copayment Amounts	non-Network Benefits / Copayment Amounts
1. Ambulance Services - Emergency only	Ground Transportation: 100% Covered Air Transportation: 100% Covered	Same as Network Benefit
2. Durable Medical Equipment	100% Covered	*40% of Eligible Expenses *Prior notification is required when the cost is more than \$1,000.
3. Emergency Health Services	\$150 per visit	Same as Network Benefit *Notification is required if results in an Inpatient Stay.
4. Home Health Care Network and non-Network Benefits are limited to 90 visits for skilled care services per Policy Year.	100% Covered	*40% of Eligible Expenses
5. Hospice Care	100% Covered	*40% of Eligible Expenses
6. Hospital - Inpatient Stay	100% Covered	*40% of Eligible Expenses
7. Maternity Services	Same as 6, 8, 9 and 10 No Copayment applies to Physician office visits for prenatal care after the first visit.	Same as 6, 8, 9 and 10 *Notification is required if Inpatient Stay exceeds 48 hours following a normal vaginal delivery or 96 hours following a cesarean section delivery.
8. Outpatient Surgery, Diagnostic and Therapeutic Services		
Outpatient Surgery	100% Covered	40% of Eligible Expenses
Outpatient Diagnostic Services	For lab and radiology/Xray: No Copayment For mammography testing: No Copayment	40% of Eligible Expenses 40% of Eligible Expenses
Outpatient Diagnostic/Therapeutic Services - CT Scans, Pet Scans, MRI and Nuclear Medicine	100% Covered	40% of Eligible Expenses
Outpatient Therapeutic Treatments	100% Covered	40% of Eligible Expenses
9. Physician's Office Services		
- Preventive Care	No Copayment	40% of Eligible Expenses
- Sickness and Injury	No Copayment	40% of Eligible Expenses
- Injections Received in a Physician's Office when no other health service is received.	No Copayment	40% of Eligible Expenses
10. Professional Fees for Surgical and Medical Services	100% Covered	40% of Eligible Expenses
11. Prosthetic Devices	100% Covered	40% of Eligible Expenses
12. Reconstructive Procedures	Same as 6, 8, 9, 10 and 11	*Same as 6, 8, 9, 10 and 11
13. Rehabilitation Services - Outpatient Therapy Network and non-Network Benefits are limited as follows: 90 visits of cardiac rehabilitation per Policy Year.	No Copayment	40% of Eligible Expenses

YOUR BENEFIT

Types of Coverage	Network Benefits / Copayment Amounts	non-Network Benefits / Copayment Amounts
14. Skilled Nursing Facility/Inpatient Rehabilitation Facility Services Skilled Nursing Facility: Network and non-Network Benefits are limited to 60 days per Policy Year; Inpatient Rehabilitation Facility Services: Network and non-Network are limited to 90 days per Policy Year.	100% Covered	*40% of Eligible Expenses
15. Transplantation Services	*100% Covered	*40% of Eligible Expenses
16. Urgent Care Center Services	\$50 Per visit	40% of Eligible Expenses

Additional Benefits

Spinal Treatment Benefits include diagnosis and related services and are limited to one visit and treatment per day	No Copayment	40% of Eligible Expenses Prior Authorization is required for certain services
Mental Health - Outpatient	No Copayment	40% of Eligible Expenses Prior Authorization is required for certain
Mental Health - Inpatient and Intermediate	100% Covered	40% of Eligible Expenses Prior Authorization is required for certain
Substance Abuse Services - Outpatient	No Copayment	40% of Eligible Expenses Prior Authorization is required for certain
Substance Abuse Services -Inpatient and Intermediate	100% Covered	40% of Eligible Expenses Prior Authorization is required for certain

UnitedHealthcare Student Health Insurance Pharmacy Management Program Plan 060

UnitedHealthcare's pharmacy management program provides clinical pharmacy services that promote choice, accessibility and value. The program offers a broad network of pharmacies (more than 56,000 nationwide) to provide convenient access to medications.

While most pharmacies participate in our network, you should check first. Call your pharmacist or visit our online pharmacy service at www.myuhc.com. The online service offers you home delivery of prescriptions, ability to view personal benefit coverage, access to health and well-being information, and even locations of network retail neighborhood pharmacies by ZIP code.

Copayment per Prescription Order or Refill

Your Copayment is determined by the tier to which the Prescription Drug List Management Committee has assigned the Prescription Drug Product. All Prescription Drug Products on the Prescription Drug List are assigned to Tier 1, Tier 2 or Tier 3. Please access www.myuhc.com through the Internet, or call the Customer Service number on your ID card to determine tier status.

For a single Copayment, you may receive a Prescription Drug Product up to the stated supply limit. Some products are subject to additional supply limits. You are responsible for paying the lower of the applicable Copayment or the retail Network Pharmacy's Usual and Customary Charge, or the lower of the applicable Copayment or the Home Delivery Pharmacy's Prescription Drug Cost.

Also note that some Prescription Drug Products require that you notify us in advance to determine whether the Prescription Drug Product meets the definition of a Covered Health Service and is not Experimental, Investigational or Unproven.

	Retail Network Pharmacy For up to a 31-day supply	Home Delivery Network Pharmacy For up to a 90-day supply	Retail Non-Network Pharmacy For up to a 31-day supply
Tier 1	\$20	\$50	\$210
Tier 2	\$30	\$75	\$30
Tier 3	\$60	\$150	\$60

Other Important Cost Sharing Information

NOTE: If you purchase a Prescription Drug Product from a Non-Network Pharmacy, you are responsible for any difference between what the Non-Network Pharmacy charges and the amount we would have paid for the same Prescription Drug Product dispensed by a Network Pharmacy.

Annual Drug Deductible	No Annual Drug Deductible.
Out-of-Pocket Drug Maximum	See Medical Plan Summary

Exclusions

Exclusions from coverage listed in the Certificate apply also to this Rider. In addition, the following exclusions apply:

Coverage for Prescription Drug Products for the amount dispensed (days supply or quantity limit) which exceeds the supply limit.

Prescription Drug Products dispensed outside the United States, except as required for Emergency treatment.

Drugs which are prescribed, dispensed or intended for use while you are an inpatient in a Hospital, Skilled Nursing Facility, or Alternate Facility.

Experimental, Investigational or Unproven Services and medications; medications used for experimental indications and/or dosage regimens determined by us to be experimental, investigational or unproven.

Prescription Drug Products furnished by the local, state or federal government. Any Prescription Drug Product to the extent payment or benefits are provided or available from the local, state or federal government (for example, Medicare) whether or not payment or benefits are received, except as otherwise provided by law.

Prescription Drug Products for any condition, Injury, Sickness or mental illness arising out of, or in the course of, employment for which benefits are available under any workers' compensation law or other similar laws, whether or not a claim for such benefits is made or payment or benefits are received.

Any product dispensed for the purpose of appetite suppression and other weight loss products.

A specialty medication Prescription Drug Product (such as immunizations and allergy serum) which, due to its characteristics as determined by us, must typically be administered or supervised by a qualified provider or licensed/certified health professional in an outpatient setting. This exclusion does not apply to Depo Provera and other injectable drugs used for contraception.

Durable Medical Equipment. Prescribed and non-prescribed outpatient supplies, other than the diabetic supplies and inhaler spacers specifically stated as covered.

General vitamins, except the following which require a Prescription Order or Refill: prenatal vitamins, vitamins with fluoride, and single entity vitamins.

Unit dose packaging of Prescription Drug Products.

Medications used for cosmetic purposes.

Prescription Drug Products, including New Prescription Drug Products or new dosage forms, that are determined to not be a Covered Health Service.

Prescription Drug Products as a replacement for a previously dispensed Prescription Drug Product that was lost, stolen, broken or destroyed.

Prescription Drug Products when prescribed to treat infertility.

Drugs available over-the-counter that do not require a Prescription Order or Refill by federal or state law before being dispensed. Any Prescription Drug Product that is therapeutically equivalent to an over-the-counter drug. Prescription Drug Products that are comprised of components that are available in over-the-counter form or equivalent.

Compounded drugs that do not contain at least one ingredient that requires a Prescription Order or Refill. Compounded drugs that contain at least one ingredient that requires a Prescription Order or Refill are assigned to Tier 3.

New Prescription Drug Products and/or new dosage forms until the date they are reviewed by our Prescription Drug List Management Committee. Growth hormone therapy for children with familial short stature (short stature based upon heredity and not caused by a diagnosed medical condition).

This summary of Benefits is intended only to highlight your Benefits for outpatient Prescription Drug Products and should not be relied upon to determine coverage. Your plan may not cover all your outpatient prescription drug expenses. Please refer to your Outpatient Prescription Drug Rider and the Certificate of Coverage for a complete listing of services, limitations, exclusions and a description of all the terms and conditions of coverage. If this description conflicts in any way with the Outpatient Prescription Drug Rider or the Certificate of Coverage, the Outpatient Prescription Drug Rider and Certificate of Coverage prevail. Capitalized terms in the Benefit Summary are defined in the Outpatient Prescription Drug Rider and/or Certificate of Coverage.

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Better manage your benefit plan

When you become a member, your main tool for managing your benefit plan is myuhc.com. Once you've enrolled, just register to access your personal plan information. A few clicks and you can search the directory for a network doctor or hospital in your area. You also can see what services are covered and how much you'll pay for a copayment and deductible.¹

Health planning tools:

Get well, stay well

You may be surprised to know that as a member, you get more than just benefit coverage. On myuhc.com, you also have a wealth of online tools, information and programs to help you obtain and maintain good health. These are just some of the ways you can start achieving your wellness goals:

- ▶ **Gauge** your health status by taking a Personal Health Assessment.
- ▶ **Manage** your health and wellness with the Personal Health Record.
- ▶ **Choose** from several health improvement tools to begin your healthy journey.
- ▶ **Receive** discounts on thousands of wellness products and services.
- ▶ **Keep track** of your progress with personal journaling and other wellness tools.
- ▶ **Learn** healthy tips and trivia with wellness quizzes and games.
- ▶ **Read up** on health topics in our vast libraries of health and wellness articles.

Need a real person when you have health questions?

With NurseLineSM services, you can call an experienced registered nurse anytime, day or night. Ask health-related questions about anything from childhood illnesses, to treating a burn, to the possible side effects of medications. You also can get help with finding the right doctor or hospital and understanding possible treatment options with Treatment Decision Support.

To access NurseLine services, please call the Customer Care staff at 1-800-436-7709, or via the National Relay Service at 1-800-828-1120.

Special help for chronic conditions

A range of resources is available if you develop a chronic health condition. Disease management programs help you better control common conditions such as asthma or diabetes. Specialized resources can help if you are affected by a transplant, cancer or congenital heart disease — from choosing the right medical center to finding a nearby hotel when you have treatment.

Before you enroll, visit welcometouhc.com

- Find a network doctor.
Choose with confidence. Our UnitedHealth Premium[®] Designation program takes the guesswork out of your doctor search because it recognizes physicians and hospitals for meeting quality and cost-efficiency guidelines. Just look for the stars on welcometouhc.com to find them.
- Estimate the cost of the plan.
- Find a network pharmacy.
- See recommended preventive care services based on your age and gender.



¹ Check your benefit plan documents to verify your coverage levels.

Good to know:

How to find mental health and substance abuse services

When you select the UnitedHealthcare benefit plan, in addition to being eligible for service from The Mental Health Center at Gallaudet University, you also get mental health and substance abuse benefits from United Behavioral Health.

Through United Behavioral Health, you will have access to more than 57,000 practitioners for personal, confidential counseling. You also can visit www.liveandworkwell.com for information on mental health and substance abuse services. This site also links to the United Behavioral Health Preventive Health Program for exclusive resources and information on major depression disorders, alcohol abuse and attention deficit hyperactivity disorder.

You can check out the site during your enrollment period by visiting www.liveandworkwell.com and entering the trial access code, "UHC."

Experienced specialists are available who can talk with you about your situation anytime, day or night. United Behavioral Health is available by calling the Customer Care staff at 1-800-436-7709, or via TTY/TDD by dialing the National Relay Center at 1-800-828-1120.

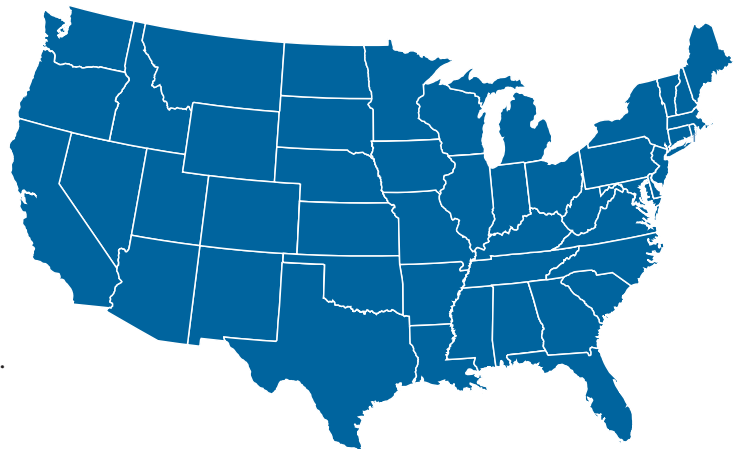
To access resources for chronic or complex medical conditions, or United Behavioral Health services, call the Customer Care telephone number on your member health plan ID card.

Coverage while away from home

UnitedHealthcare contracts with more than 680,000 doctors and 5,500 hospitals nationwide. If you need health care while outside of Washington D.C., contact the Customer Care toll-free number on your health plan ID card, or search our online provider directory at myuhc.com to identify network doctors or other health care professionals in the area you are visiting.

If an internship, off-campus program, or other event takes you away from campus for an extended period of time, please review the network directory before you leave campus.

When you use UnitedHealthcare doctors or other health care professionals outside of Washington D.C., you will receive reimbursement at your network level of benefits. And because we want to be there for you when you need it most, we'll cover emergency care, in-network or out.²



Privacy policy

We know that your privacy is important to you, and we strive to protect the confidentiality of your nonpublic personal information. We do not disclose any nonpublic personal information about our customers or former customers to anyone, except as permitted or required by law. We believe we maintain appropriate physical, electronic and procedural safeguards to ensure the security of your nonpublic personal information. You may obtain a copy of our privacy practices by calling Customer Care at **1-800-436-7709** or by visiting **myuhc.com**.

² Enrolled individuals receive network level benefits for emergency care that meets the "prudent layperson" definition whether they receive care from a network or non-network doctor or other health care professional.



Worldwide assistance: Global emergency medical assistance

When you enroll in the UnitedHealthcare benefit plan, you become eligible for global emergency medical assistance services when traveling 100 miles or more from home. Services are provided by Worldwide Assistance Services, Inc.

Services include evacuation, repatriation and return of mortal remains. If you need it, Worldwide Assistance will make arrangements to transport you from a hospital to your home or rehabilitation facility, with medical supervision, if necessary. More detailed information regarding this service can be obtained via UnitedHealthcare's Customer Care by calling the telephone number on the back of your health plan ID card.

Worldwide Assistance is not travel or medical insurance, but a service provider for emergency medical assistance services. All medical costs incurred should be submitted to UnitedHealthcare and are subject to the policy limits of your health coverage.



Online services

Visit UnitedHealthcare's website at myuhc.com[®] for information on a broad range of tools and services. Once you've enrolled, simply register to access your personal health benefits information virtually anytime, anywhere. myuhc.com can save you valuable time, hard to find when you are in college.

For dependent enrollment form, brochures, health plan ID card requests and other important information, please visit www.universityhealthplans.com.



Health4Me

UnitedHealthcare Health4MeSM

Once you are a member, the Health4Me app provides you with instant access to critical health information from your mobile device. The confidential app features include:

- ▶ Single-registration — you can register with myuhc.com to enable both the mobile and online app functionality
- ▶ Search for physicians or facilities
- ▶ View claims, account balances, benefit plan details and your health plan ID card
- ▶ Have an Easy Connect representative contact you to answer any questions and connect you with an experienced registered nurse 24/7

Direct all claims to:

UnitedHealthcare
P.O. Box 30555
Salt Lake City, UT 84130

Customer Care staff are available by calling **1-800-436-7709**.

If you would like to use the TTY/TDD services, you can dial the National Relay Center at **1-800-828-1120**.



www.myuhc.com

NurseLineSM is for informational purposes only. Nurses cannot diagnose problems or recommend specific treatment and are not a substitute for your doctor's care. NurseLine services are not an insurance program and may be discontinued at any time.

For a complete description of the UnitedHealth Premium[®] Designation program, including details on the methodology used, geographic availability, program limitations and medical specialties participating, please see myuhc.com[®].

Insurance coverage provided by or through United HealthCare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or their affiliates. Health Plan coverage provided by or through UnitedHealthcare of the Mid-Atlantic, Inc.

The UnitedHealthcare Student Health Plan and/or Health Discount Program may not be available in all states or for all group sizes. The Healthy Pregnancy Program follows national practice standards from the Institute for Clinical Systems Improvement.

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