

International Student Insurance

> Minneapolis — Community and Technical College, Fall 2019

### Who am I?

## Emily Pinson, Student Insurance Advocate

- I can help you with...
- Benefit information about your policy.
- Questions you have regarding a medical bill or statement.
- Contacting the insurance if benefit or bill is unclear.

phone: 320.308.4855
email: healthsvcs\_sia@stcloudstate.edu

## <u>You + UHCSR</u>

- Understanding Insurance
- ABC's of your Plan
  - $-\underline{A}ccount$
  - <u>B</u>enefits
  - <u>C</u>overage & Cost
- Where to go for Health Care?
- Frequently Asked Questions (FAQs)
- More Information



# Understanding

# Insurance

## Examples of Insurance Types in U.S.

- Health Insurance\*
- Dental
- Homeowner's/Renter's
- Automobile
- Life
- Travel
- Pet

\**Health insurance* is the only required insurance coverage for international students attending a Minnesota State College or University.

## "<u>What is Health Insurance?</u>"

- Health insurance is a policy that covers the risk of medical expenses at the situation of any unfortunate crisis.
- Insurance gives you <u>access to a network</u> of medical providers and hospitals that have negotiated lower rates.



Fixing a broken arm can cost up to \$7,500

The average cost of a 3-day hospital stay is around

\$3,000

The average cost of being in the hospital for heart failure is

\$23,000+

#### "Why does my visa status require Health Insurance?"

- Accidents and illnesses can happen, at any time.
- Healthcare in the United States is expensive.
- While you're attending a Minnesota State College or University, it's important you can focus on completing your education – without worrying how to cover healthcare costs.
- If you were to get seriously hurt or ill, you could seek medical care with less worry of excessive financial stress.



## **Insurance Types:** Dental Insurance



\*Dental insurance **is not a requirement** for international students. The required health insurance policy **only includes benefits for <u>injury</u> to a tooth**.

## Insurance Types: Purchasing Optional Dental Insurance

- Open enrollment for the optional dental policy is only available for a limited time.
- If you'd like to purchase coverage, submit completed form and payment to UHCSR by September 14th, 2019.
- Visit <u>uhcsr.com/minnesota</u>
   > Dental Policy > Dental Enrollment Form

\*Dental insurance **is not a requirement** for international students. The required health insurance policy **only includes benefits for injury to a tooth**.

## Your only Insurance Requirement: Health Insurance



## UHCSR



 is a division of United Health Care
 When checking in for an appointment, please tell the receptionist you have
 <u>United Healthcare Student Resources</u>.

# Account

Access in 2 Ways!

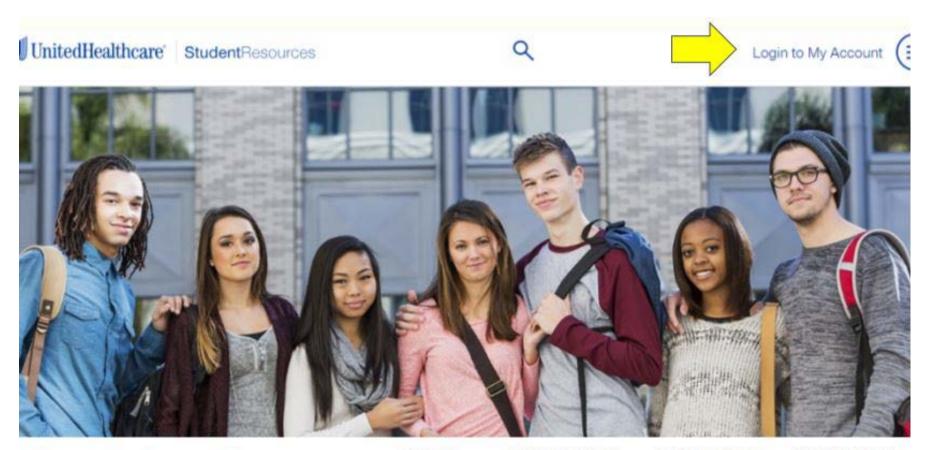
## 1. Access your Account

### www.uhcsr.com/myaccount

Login to My Account	
Enter your username and password to continue	
Username*	
Password*	
Did you forget your <u>Username</u> or <u>Password?</u>	
CREATE SACM MEMBER LOGIN ACCOUNT CREATE ACCOUNT	

## 2. Access your Account

### www.uhcsr.com/minnesota



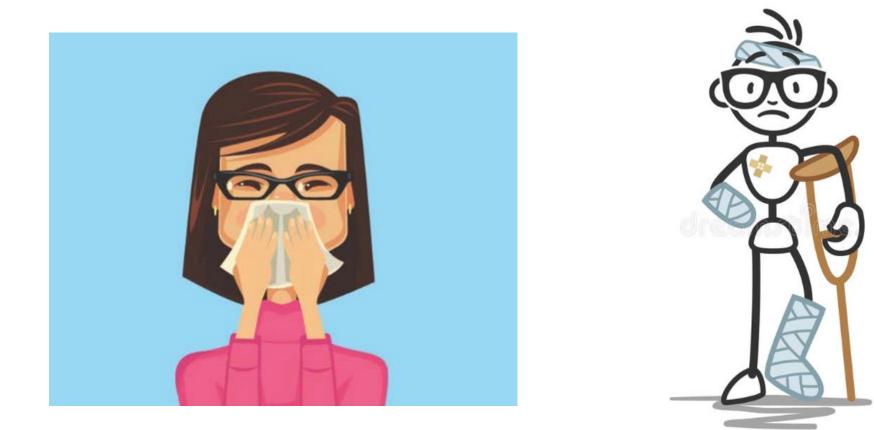
Your school's name here

ID CARD FIND PROVIDERS \* FIND PHARMACY \* HELPFUL LINKS \*

# Benefits

www.uhcsr.com/minnesota

# ILLNESS & INJURY PLAN: with preventative benefits



## $\underline{\mathrm{ill}} \cdot \mathrm{ness}$

a disease or period of sickness affecting the body or mind

- Examples:
- Cough, Cold
- Flu
- Pink Eye
- Abdominal Pain
- Headache
- Nausea



## <u>in·ju·ry</u>

#### damage to the body by external force

Examples:

- Concussion
- Broken nose
- Fractured foot
- Wound
- Lesion
- Sprain or Strain



## PREVENTIVE CARE BENEFITS

- Height
- Weight
- Blood pressure
- Health history
- <u>Exam:</u>
  - Head to toe, including oral exam and sexual development
- Immunizations

#### - Laboratory tests:

- Tuberculosis
- Sexually transmitted infection (STI)

#### - <u>Screenings:</u>

- Developmental, social-emotional, & mental health screenings
- Vision (not a vision exam)
- Hearing
- Tobacco, alcohol, drug use risk assessment

www.healthcare.gov/preventive-care-adults

## PREVENTIVE CARE BENEFITS Specific for Women

- <u>Well-woman visits</u> for women under 65
- <u>Cervical cancer screening</u>
  - Pap test (also called a Pap smear) every 3 years for women 21 to 65
  - Human Papillomavirus (HPV) DNA test with the combination of a Pap smear every 5 years for women 30 to 65 who don't want a Pap smear every 3 years

#### - <u>STD Screenings:</u>

- Chlamydia infection
- Gonorrhea
- HIV screening and counseling
- Syphilis

#### healthcare.gov/preventive-care-women

- Breast cancer screenings & counseling
- Domestic and interpersonal violence screening and counseling for all women
- <u>Sexually transmitted infections counseling</u> for sexually active women
- Tobacco use screening and interventions
- <u>Urinary incontinence screening</u> for women yearly
- <u>Diabetes screening</u> for women with a history of gestational diabetes who aren't currently pregnant and who haven't been diagnosed with type 2 diabetes before

### For more information on <u>Preventative Care Benefits:</u>



- <u>cdc.gov/prevention</u>
- <u>healthcare.gov/preventiv</u>
   <u>e-care-benefits</u>

## <u>Coverage</u> <u>uhcsr.com/minnesota</u>



August 10<sup>th</sup>, 2019

August 9<sup>th</sup>, 2020

## **Schedule of Benefits**

<u>Deductible : </u>\$50 (for each injury or sickness)

Coinsurance Preferred Provider : 80% to \$2,500, then 100% thereafter

Coinsurance Out-of-Network : 80% to \$2,500, then 100% thereafter

<u>Out-of-Pocket Maximum for insured Individual:</u> \$6,350, per insured person, per policy year

Out-of-Pocket Maximum for insured Family: \$12,700, per insured family, per policy year

## de duct i ble

a specified amount of money that the insured (you) must pay before the insurance company (UHCSR) will pay a claim.

Patient Responsibility:

Deductible: **\$50** (for *each* injury or sickness)

## Coinsurance

A percentage you and your insurance pay for your covered medical expenses after you've paid your deductible.

<u>Insurance Responsibility:</u> 80% to \$2,500\* then 100% thereafter <u>Patient Responsibility:</u> 20% to \$2,500\*

\*For each covered illness or injury, the patient will pay 20% up to \$2,500. The insurance company will pay the remaining balance.

## Out-of-Pocket Maximum

The most you pay during a policy period before your health insurance or plan begins to pay <u>100% of the</u> <u>allowed amount.</u>

(This does not include what you paid for the insurance policy <u>or</u> health care your health insurance plan doesn't cover.)

Out-of-Pocket Maximum for insured Individual (Patient Responsibility): \$6,350, per insured person, per policy year
Out-of-Pocket Maximum for insured Family (Patient Responsibility):
\$12,700, per insured family, per policy year

# What is the difference between "covered" and "non-covered"?

- <u>Covered Medical Service:</u>
  - An illness or injury visit that is paid, partially or fully, by your insurance plan and may only require a co-payment from the insured.

#### – <u>Non-Covered Medical Service:</u>

- A service deemed *not* medically necessary;
- A visit or medication that is not paid for by your insurance plan and will be 100% the responsibility of the insured.
- www.uhcsr.com/myaccount > My Benefits > Brochure Certificate > Exclusions

## For more information on Insurance Terminology:



- www.uhcsr.com/video
- www.uhcsr.com/faqs
- www.uhcsr.com/insurance101

# Examples of Visit Type, Cost

## What are the differences in visit type and cost?





Location: Clinic, also known as General Family Practice

#### Cost: \$

Hours of Operation: Typically open weekdays, apprx. 8 am – 5 pm Why you would go to a Clinic:

A place for the treatment of patients, sometimes at low cost or without charge.

#### When would you use a Clinic:

You have minor to moderate symptoms or

you want to receive preventive care services.

Urgent Care

- Location: Urgent Care, also known as an Urgency Center
- Cost: **\$\$\$**
- Hours of Operation: Open after clinics close evenings and weekends

Why you would go to Urgent Care: a center primarily treating injuries or illnesses requiring immediate care, but not serious enough to require an ER visit.

 When would you use Urgent Care: you have symptoms that are moderate to severe on an evening or weekend.

# Emergency Room

- Location: Emergency Room, also known as Hospital
- Cost: \$\$\$\$ Average ER Visit in 2017 cost \$1,389.00.
- Hours of Operation: Open 24 hours per day, 7 days per week
- Why you would go to the Emergency Room:
   Clinics and urgency centers are closed.
- When would you use the Emergency Room: You are experiencing symptoms that are life threatening, including illness/injury.

## What are the differences in visit type and cost?





20% can vary in cost depending on where you to go!



## Visit type and cost

### Ambulance: \$\$\$\$

\* These specially equipped vehicles bring sick or injured people to the Emergency Room. \* The average ambulance ride is around \$900.

\* To ride in one is very expensive, but may be necessary for life-threatening illnesses or injuries.



*\*Please do not use an ambulance as a taxi!* 

## Covered medical visits

## Insurance Pays 100% on these visits



# Preventive Immunizations

healthcare.gov/preventive-care-adults



# Immunizations

#### Covered

- Flu–Influenza
- Hepatitis A
- Hepatitis B
- HPV\* Human Papillomavirus
- Meningococcal
- MMR Measles, Mumps, Rubella
- Tdap Tetanus, Diphtheria
- Varicella

#### $\underline{Non-Covered}$

- \*If patient is 26 years of age or older, <u>HPV</u> is not covered.
- <u>Blood titers</u> blood tests that check immunity status to vaccinations or diseases are not covered.

## <u>Covered medical visits:</u> Insurance Pays 80% on these visits

## Cough or Cold Symptoms

You will pay \$50 for each

ILLNESS/INJURY during

the polic year.

STD testing: Gonorrhea, Chlamydia, & HIV tesing

## Acne treatment and medication

Surgeries, including pregnancy and delivery

#### Sutures/Stitches

# **Non-Covered Services**

## Insurance Pays 0%

– Over-the-counter drugs



- Medications that do *not* require a prescription
- Dental care
  - Unless injury to a natural tooth
  - Optional dental plan available for purchase
- Lab work
  - must be related to injury, illness, or preventive care benefits for coverage

# Examples of Medical Visits

## ONE ILLNESS OR INJURY DURING POLICY YEAR

## Abby has abdominal pain...

- Abby goes to an in-network clinic for <u>abdominal pain</u>.
   She will pay \$50 (deductible) to see a provider, when using the UHCSR website search.
- Abby will pay **20% of the final bill**, as insurance will pay 80%.

# TWO OR MORE ILLNESSES OR INJURIES DURING POLICY YEAR

## A week later, Abby is experiencing ear pain...

- Abby should use the UHCSR website search to verify the clinic is innetwork *each time she needs medical care*.
- When she visits the in-network clinic for <u>ear pain</u>, she will be seen for a <u>new illness</u> during this policy year.
- Abby will pay <u>\$50</u>, for the <u>deductible</u> relating to ear pain because this medical visit is for <u>a new illness</u>.
- Abby will pay **20% of the final bill**, as insurance will pay 80%.

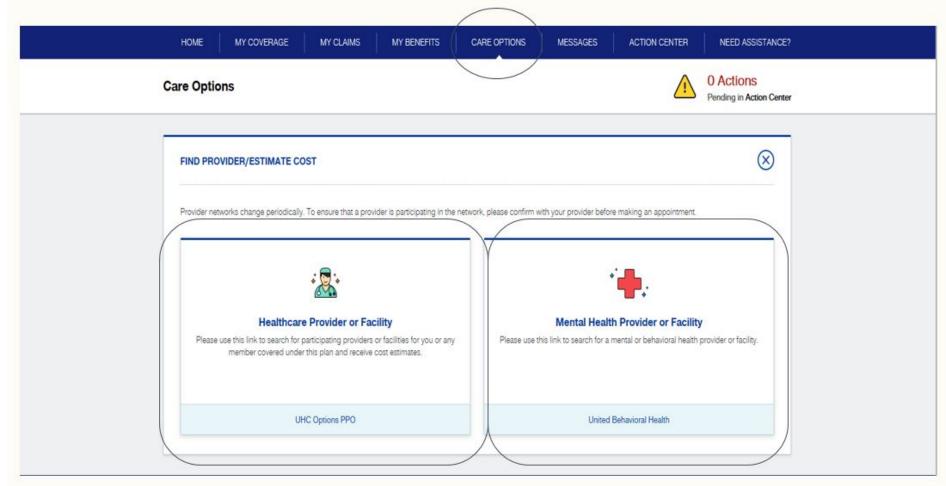
# PATIENT HAS CHRONIC ILLNESS DURING POLICY YEAR

## **Dominic has diabetes.**

- Dominic meets with a medical provider, after using the provider search on the UHCSR website.
- He will pay \$50, for a deductible relating to diabetes.
- Dominic will pay **20% of the final bill**, as insurance will pay 80%.
- If Dominic returns to the <u>in-network provider for his diabetes</u> within the policy year (August – August), he will only need to pay 20% of each additional bill related to his diabetes diagnosis.

# Where do I go for healthcare? uhcsr.com/minnesota

## Find Provider/Cost Estimate



www.UHCSR.com/myaccount >>> Care Options

# In Person Health Care

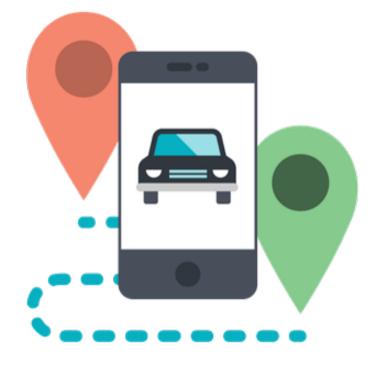
# Campus Clinic

If your school has a clinic, consider using this clinic first for medical care.

The campus clinic may or may not require your insurance information. You should always keep your insurance card with you *in case of emergency*! Boynton Health

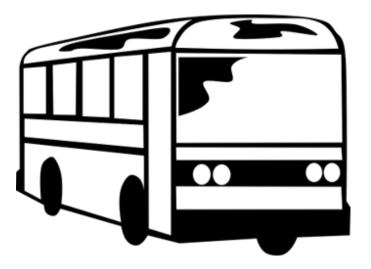
U of M Campus

## Network Providers



# In Person Health Care: Boynton Health

Boynton Health



## U of M Campus

#### **Office Visit:**

- You will pay **\$10** for an office co-payment.

#### Office Visit, Preventive Care Services ONLY:

You will pay \$0. 100% will be covered by UHCSR.

#### Prescriptions:

\_

- If you receive an issued prescription, you will be responsible for one of the following rates:
- Tier 1- You pay \$15.00
- Tier 2- You pay \$30.00
- Tier 3- You pay 40% Co-insurance
- To determine the cost, please review your medication <u>tier-level</u>.

#### Schedule at www.boynton.umn.edu

Please call Patient Accounting prior to visiting Boynton Health. 1-612-624-6985

# In Person Health Care: Network Providers

## Network Providers



#### **Office Visit, Illness or Injury:**

– You will pay \$50 deductible + 20% of final bill.

#### Office Visit, Preventive Care Services ONLY:

– You will pay \$0. 100% will be covered by UHCSR.

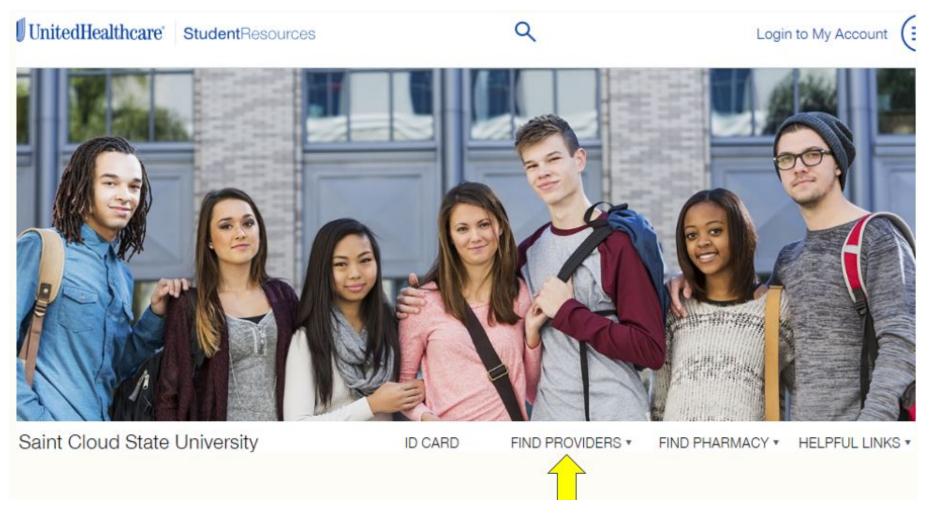
#### **Prescriptions:**

- If you receive an issued prescription, you will be responsible for one of the following rates:
- Tier 1- You pay \$15.00
- Tier 2- You pay \$30.00
- Tier 3- You pay 40% Co-insurance
- To determine the cost, please review your medication <u>tier-level</u>.

#### www.uhcsr.com/minnesota

A "Network" is made up of facilities, providers, and suppliers contracted with your health plan to provide health care services.

# **Getting In-Network Medical Care**



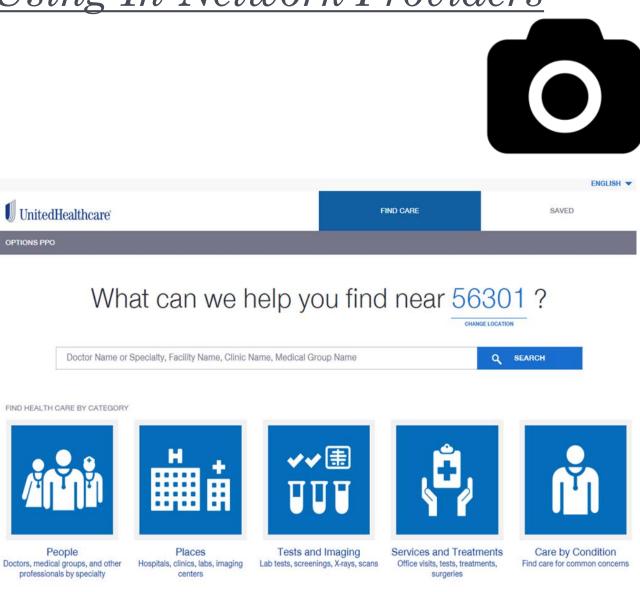
www.UHCSR.com/minnesota

## Health Care Off-Campus <u>Using In-Network Providers</u>

To find a network provider/clinic, visit:

## uhcsr.com/minnesota

- Select UHC options PPO
- Enter Search Criteria
- Select Specialty
- View Results



# Virtual Health Care

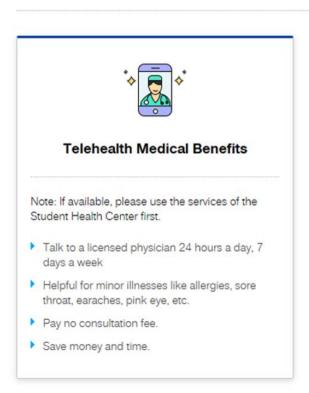
## Useful for minor illnesses!



## HealthiestYou Telehealth

# Where do I go for virtual Health Care?

#### TELEHEALTH MEDICAL



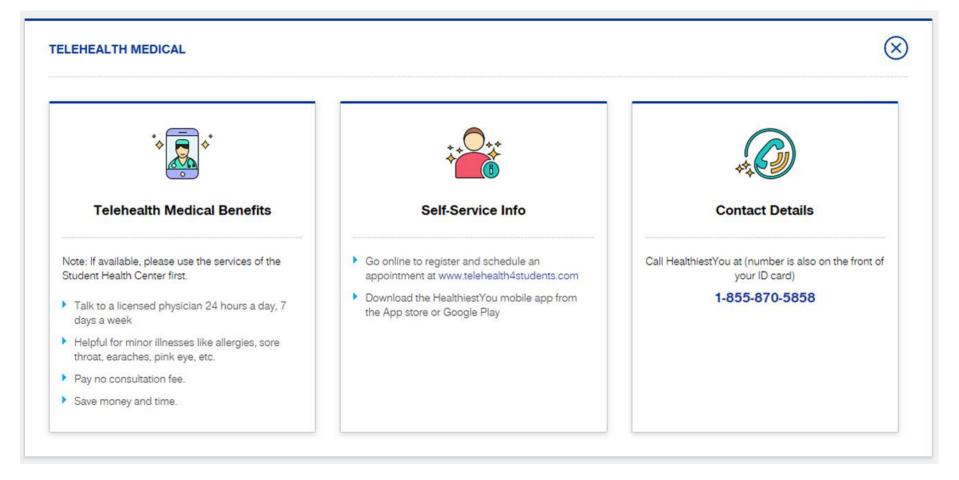
**Office Visit:** \$0.00

#### **Prescriptions:**

- If you receive an issued prescription, you will be responsible for one of the following rates:
- Tier 1- You pay \$15.00
- Tier 2- You pay \$30.00
- Tier 3- You pay 40% Co-insurance
- To determine the cost, please review your medication <u>tier-level</u>.

#### www.uhcsr.com/myaccount >> Care Options

# Virtual Health Care Online



#### www.uhcsr.com/myaccount >> Care Options

Frequently Asked Questions By international students!

# "Why am I (REQUIRED to purchase this plan?



requires all International F-1 and J-1 Students, Scholars, Faculty, and Visitors at your school have this insurance plan.

## **The only exception:**

If your government is paying for your insurance, you are **exempt** from purchasing the Minnesota State-required plan. A letter from your embassy is required.

## **Questions about the requirement?**

Contact your International Student Advisor. "Why was <u>United Healthcare Student Resources</u> chosen as the plan for International Students?"

- **Cost** You are covered for less than \$5.00/day!
- Global Emergency Services
- Repatriation
- Medical Evacuation



# "How do I access My Account?"

## Visit uhcsr.com/myaccount

Login to My Account	First Name *	
Enter your username and password to continue	Last Name*	
Username*	Date of Birth (MM/DE	)/YYYY)*
Password*	B Email, Student ID, SR	ID* ⑦
Did you forget your <u>Username</u> or <u>Password?</u>	Email, Student ID, SR	ID ?
CREATE SACM MEMBER LOGIN ACCOUNT CREATE ACCOUNT	BACK TO LOGIN	NEXT

• • •

**First, Verify Your Credentials** 

# How can I keep my costs low?

- 1. Visit a medical provider for a preventive exam yearly.
- 2. Perform self-exams; avoid reactive care.
- 3. Make smart lifestyle choices & take care of your body.
- 4. Practice safety and hygiene.
- 5. Save the <u>Emergency Room</u> for Emergencies.

Use a clinic when possible.

# For more information on your plan:



-www.uhcsr.com/video

- -www.uhcsr.com/faqs
- -www.uhcsr.com/insurance101

Contact Emily! phone: 320-308-4855 email: healthsvcs\_sia@stcloudstate.edu

# Helpful Guidelines

www.uhcsr.com/minnesota

## Vision Exams UHCSR Search, Keyword: <u>Optometrist</u>



#### Covered

- One vision exam per policy year.
- Student will pay a \$50 deductible.

80% insurance payment applies, up to \$100.

Student responsible for 20% of final bill.

#### Non-Covered

- Eye glasses
- Contact lenses
- Note:
   <u>Vision exams</u> do not cover contact lens fitting costs.

Visit United Health Allies within your UHCSR account for a discount on eye glasses and contact lenses.

# <u>Dental Visits</u>

Covered

# Injury to a natural tooth

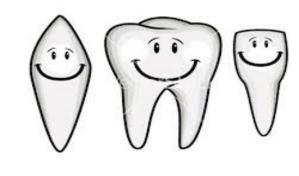
- Student pays \$50 deductible per injury/illness
   + 20% of covered service.
- Insurance pays 80% of final bill, if covered service.

#### **Non-Covered**

- Dental cleanings
- Dental work
- Tooth eruption
- Orthodontia (Braces)

If the dental service is not for an <u>injury to a natural tooth</u>, the student is responsible for 100% of the final bill, *no matter where the student seeks medical care*.

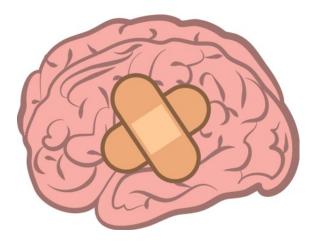
\*The Minnesota State REQUIRED insurance plan is an ILLNESS/INJURY plan. It is not a DENTAL plan.



<u>Mental Health Visits</u> Also known as Behavioral Health

### Examples of Visit Types:

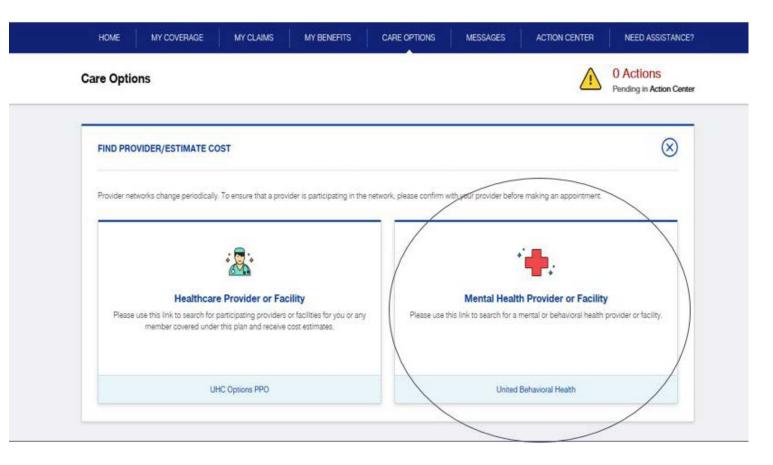
- Anxiety
- Depression
- Stress
- Depression
- Post-Partum Depression
- Post-Traumatic Stress Disorder (PTSD)



- Student pays \$50 deductible per injury/illness
   + 20% of covered service.
- Insurance pays 80% of final bill, if covered service.
- Instructions for finding a mental health provider on next slide.

# Mental Health Visits

Find a provider at UHCSR.com/myaccount and click "Care Options".



- Student pays \$50 deductible per diagnosis + 20% of covered service.
- Insurance pays 80% of final bill, if covered service.

# Travel Assistance

- Global Emergency Medical Assistance
- Available to you every where in the world
  (except within 100 miles of your home country).
  - Available on your account
- Available on your account at www.uhcsr.com/myaccount
- Assistance and evacuation services available 24/7/365



## Over-the-Counter (OTC) Products



These items are *not* covered by the insurance *because they <u>do not</u> require a prescription*.

(OTC items are 100% Patient responsibility.)

## Lab work

(such as blood draws & specimen sampling, for example) *MAY not* be covered.

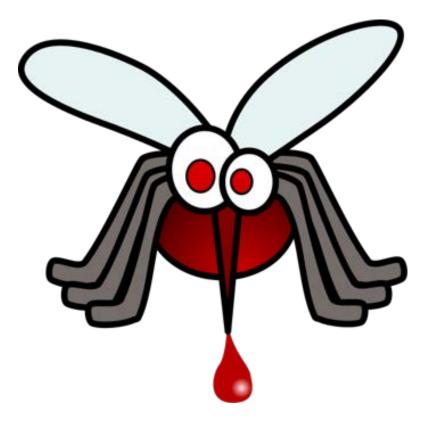
<u>To be considered for coverage</u>, the purpose for lab testing must be related to an illness, injury, or be a preventive care benefit.



## Titers, or blood tests

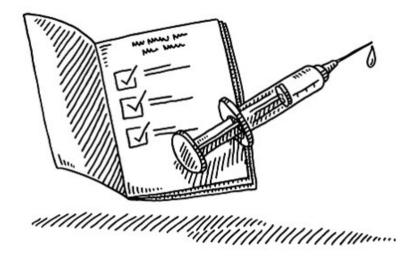
Titers, or blood tests that check your body's immunity to a disease, are *not* covered by the insurance.

Please consider retrieving "proof of immunization" from your medical provider or paying out of pocket for this service to avoid over-vaccination.



If you're 27 or older... the HPV vaccination is not covered.

If you want to receive this series of vaccinations, please START the 3-step process **prior** to your 27<sup>th</sup> birthday.



# Complete the following **ASAP:**

## Step 1: Purchase your insurance policy.

					Processor Date Stamp Receive	d Here					N	IETROPOLITA	AN STATE UNIVERS	TΥ		2019-1768-
ELECTION F	UNITEDHEALTHCARE	AL STUDENT	IS AND TH						elect to purchase re the choices I h		Sicknes	ss insurance co	overage under the Ur	iversity's	s student insure	ance plan. Below
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GENDER:	DATE OF BIRTH: (MONTH/DAY/YEAR)			SCHOOL ID #	:			ID Codes 1 Stud	dent			Annual (A-) \$ 1,668.00	Spring/Summer		Summer (S-)	
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DEPENDENT INFORMATION Complete information below for de Plan (Please include a blank sheet	for additional dependents).	endent coveraç			ents insured under the			Annua	g/Summer 1/1/2	2019 to 8/	/9/2020 /9/2020					
SPOUSE:	GENDER:	FEMALE		OF BIRTH: ITH/DAY/YEAR)				Paymer	nt Instructions: N	lake check o	or money	order payable to	o UnitedHealthcare St	udentRes	ources in US do	ollars.
First (Given) Name:	Middle Initial	b.	Last (Fami	nily) Name:				Mail this	s election form alc	ng with pren	mium pay	ment to:				
CHILD:	GENDER:	FEMALE		OF BIRTH: ITH/DAY/YEAR)	L				Healthcare Studer	ntResources						
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CHILD:	GENDER:	FEMALE		OF BIRTH: ITH/DAY/YEAR)					and complete the t coverage can be			imary insured's o	coverage is in force, a r	otification	n email will be se	ent indicating that
First (Given) Name:	Middle Initial	b.	Last (Fami	nily) Name:					th a credit card or							
NOTICE TO STUDENT: Coverage will or the effective date of the coverage peri the following: 1) The student has careful pro-rated other than as listed on this elec of Coverage, and 4) If it is later determinin coverage under the Policy will receive a r than one month. The return of unearned cancellation.	od, whichever is later, unless oth y read the Certificate of Coverag tion form; 3) The student meets ad that the student is not eligible efund of unearned premium as o	erwise stated in t e and elects to e the eligibility req , the premium wil f the time of can	the Master Pol enroll as indica uirements for t Il be refunded. cellation if the	blicy. By signing, ated on this elect this coverage as d. A student who unearned premi	the student acknowledg tion form; 2) Rates are n described in the Certific requests to cancel um is for a period of mor	es ot ate		registered					to enrollment@uhosr.o			

NOTICE: Any person who knowingly and with intent to injure, defraud, or deceive any insurer, files a statement of claim containing any false, incomplete, or misleading information may be subject to criminal and/or civil penalties.

Stud			

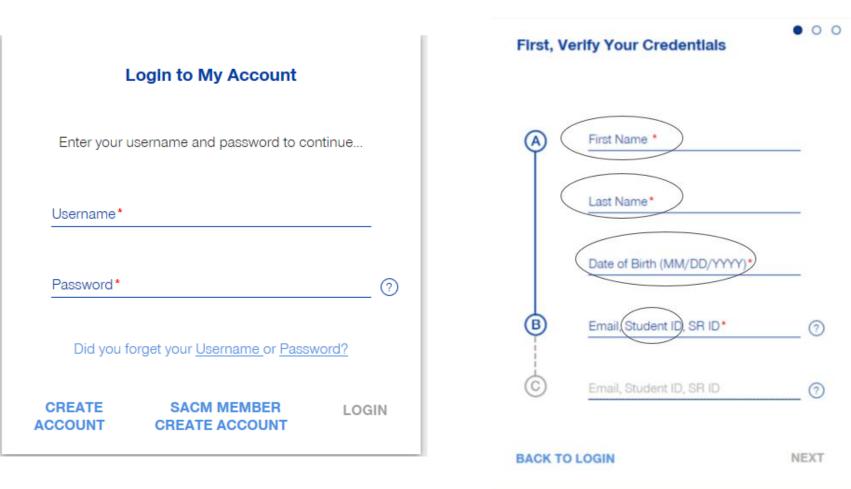
Date:

EF-2019-MN

1 of 2

2019-1768-4 surance plan. Below

## Step 2: Create your Account. www.uhcsr.com/createaccount



## Step 3: Complete your Action Items

ion Center			3 actions pe
REQUIRED ACTIONS			
\$ Have other Medical Insurance?		No	Yes
Provide Tax Information			Provide Info
Provide Contact Information			Provide Info

# Step 4: <u>Always have your card available.</u>

#### **Physical Copy**

- *Print* immediately from your account.
- You can order an
   embossed copy from
   UHCSR.com/myaccount.
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- Verify you are downloading UHCSR and not UHC.

## Questions??

- Contact Emily phone: 320-308-4855 email: healthsvcs\_sia@stcloudstate.edu
- Uhcsr customer service:
   1-800-767-0700
   www.uhcsr.com/myaccount



Have a healthy and safe school year!