2019–2020 Student Injury and Sickness Insurance Plan for International Students of University of South Alabama

Who is eligible to enroll?

All international students are automatically enrolled in this insurance plan at registration, unless proof of comparable coverage is furnished.

Eligible students who do enroll may also insure their Dependents. Eligible Dependents are the student’s legal spouse and dependent children under 26 years of age.

The student (Named Insured, as defined in this Certificate) must actively attend classes for at least the first 31 days after the date for which coverage is purchased. Home study, correspondence, and online courses do not fulfill the eligibility requirements that the student actively attend classes. The Company maintains its right to investigate eligibility or student status and attendance records to verify that the Policy eligibility requirements have been met. If and whenever the Company discovers that the Policy eligibility requirements have not been met, its only obligation is refund of premium.

The eligibility date for Dependents of the Named Insured shall be determined in accordance with the following:

1. If a Named Insured has Dependents on the date he or she is eligible for insurance.
2. If a Named Insured acquires a Dependent after the Effective Date, such Dependent becomes eligible:
   a. On the date the Named Insured acquires a legal spouse.
   b. On the date the Named Insured acquires a dependent child who is within the limits of a dependent child set forth in the Definitions section of this Certificate.

Dependent eligibility expires concurrently with that of the Named Insured.

Where can I get more information about the benefits available?

Please read the certificate of coverage to determine whether this plan is right before you enroll. The certificate of coverage provides details of the coverage including costs, benefits, exclusions, and reductions or limitations and the terms under which the coverage may be continued in force. Copies of the certificate of coverage are available from the University and may be viewed at www.uhcsr.com/southalabama. This plan is underwritten by UnitedHealthcare Insurance Company and is based on policy number 2019-91-4. The Policy is a Non-Renewable One-Year Term Policy.

Who can answer questions I have about the plan?

If you have questions please contact Customer Service at 1-800-767-0700 or customerservice@uhcsr.com or Rhonda Baxter, USA Student Health Services, 5870 Alumni Drive, Mobile, AL 36688. Email: studentinsurance@southalabama.edu. Telephone: 251-460-6022.
### Coverage Dates and Plan Cost

<table>
<thead>
<tr>
<th>Rates</th>
<th>Annual 8-1-19 to 7-31-20</th>
<th>Fall 8-1-19 to 12-31-19</th>
<th>Spring 1-1-20 to 5-31-20</th>
<th>Spring/Summer 1-1-20 to 7-31-20</th>
<th>Summer 6-1-20 to 7-31-20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student</td>
<td>$2,771.00</td>
<td>$1,158.00</td>
<td>$1,151.00</td>
<td>$1,613.00</td>
<td>$462.00</td>
</tr>
<tr>
<td>Spouse</td>
<td>$2,771.00</td>
<td>$1,158.00</td>
<td>$1,151.00</td>
<td>$1,613.00</td>
<td>$462.00</td>
</tr>
<tr>
<td>One Child</td>
<td>$2,771.00</td>
<td>$1,158.00</td>
<td>$1,151.00</td>
<td>$1,613.00</td>
<td>$462.00</td>
</tr>
<tr>
<td>Two or More Children</td>
<td>$5,506.00</td>
<td>$2,301.00</td>
<td>$2,287.00</td>
<td>$3,205.00</td>
<td>$918.00</td>
</tr>
<tr>
<td>Spouse and Two or More Children</td>
<td>$8,241.00</td>
<td>$3,444.00</td>
<td>$3,423.00</td>
<td>$4,797.00</td>
<td>$1,374.00</td>
</tr>
</tbody>
</table>

**NOTE:** The amounts stated above include certain fees charged by the school you are receiving coverage through. Such fees may, for example, cover your school's administrative costs associated with offering this health plan.

The Insured Person must meet the eligibility requirements each time a premium payment is made. To avoid a lapse in coverage, the Insured Person’s premium must be received within 14 days after the coverage expiration date. It is the Insured Person’s responsibility to make timely premium payments to avoid a lapse in coverage.

### Other Coverage

Accident coverage for Intercollegiate sports injury is provided under a separate policy, 2019-91-8.

### Student Health Center - Additional Benefits

Benefits will be paid for the following immunizations and tests not covered by the Preventive Care Services Benefit provided that the treatment is rendered at the Student Health Center: 1) routine immunizations; 2) blood titers for Hepatitis B, MMR and Varicella; 3) TB tests, including PPD and Quantiferon Gold TB tests; 4) travel immunizations not to exceed $1,000 maximum.

### Highlights of the Student Injury and Sickness Insurance Plan Benefits

**METALLIC LEVEL – GOLD WITH ACTUARIAL VALUE OF 83.460%**

**Preferred Providers:** The Preferred Provider Network for this plan is UnitedHealthcare Choice Plus. Preferred Providers can be found using the following link: [UHC Choice Plus](#).

**Student Health Center Benefits:**
- The Deductible and Copays will be waived and benefits will be paid at 100% of Preferred Allowance when treatment is rendered at the Student Health Center for the following services: Physician’s Visits.
- The Deductible will be waived and benefits will be paid at 100% of Preferred Allowance when treatment is rendered at the Student Health Center for the following services: Laboratory services referred to as LabCorp.
- The Deductible will be waived and benefits will be paid at 100% for Covered Medical Expenses incurred when treatment is rendered at the Student Health Center for the following services: all other services listed in the Schedule of Benefits.

<table>
<thead>
<tr>
<th>Overall Plan Maximum</th>
<th>Preferred Providers</th>
<th>Out-of-Network Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Plan Maximum</td>
<td>There is no overall maximum dollar limit on the policy</td>
<td></td>
</tr>
<tr>
<td>Plan Deductible</td>
<td>$250 (Per Insured Person, Per Policy Year)</td>
<td>$850 (Per Insured Person, Per Policy Year) $2,300 (For all Insureds in a Family, Per Policy Year)</td>
</tr>
<tr>
<td>Out-of-Pocket Maximum</td>
<td>$6,850 (Per Insured Person, Per Policy Year) $13,700 (For all Insureds in a Family, Per Policy Year)</td>
<td>There is no Out-of-Pocket Maximum for Out-of-Network benefits.</td>
</tr>
</tbody>
</table>

After the Out-of-Pocket Maximum has been satisfied, Covered Medical Expenses will be paid at 100% for the remainder of the Policy Year subject to any applicable benefit maximums. Refer to the plan certificate for details about how the Out-of-Pocket Maximum applies.
### Coinsurance

All benefits are subject to satisfaction of the Deductible, specific benefit limitations, maximums and Copays as described in the plan certificate.

<table>
<thead>
<tr>
<th></th>
<th>80% of Preferred Allowance for Covered Medical Expenses</th>
<th>60% of Usual and Customary Charges for Covered Medical Expenses</th>
</tr>
</thead>
</table>

### Prescription Drugs

Prescriptions must be filled at a UHCP network pharmacy. Mail order through UHCP at 2.5 times the retail Copay up to a 90-day supply.

<table>
<thead>
<tr>
<th></th>
<th>$20 Copay for Tier 1</th>
<th>$60 Copay for Tier 2</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$100 Copay for Tier 3</td>
<td>Up to a 31-day supply per prescription filled at a UnitedHealthcare Pharmacy (UHCP)</td>
</tr>
</tbody>
</table>

### Preventive Care Services

Including but not limited to: annual physicals, GYN exams, routine screenings and immunizations. No Deductible, Copays, or Coinsurance will be applied when the services are received from a Preferred Provider. Please visit www.healthcare.gov/preventive-care-benefits/ for a complete list of the services provided for specific age and risk groups.

<table>
<thead>
<tr>
<th></th>
<th>100% of Preferred Allowance</th>
<th>No Benefits</th>
</tr>
</thead>
</table>

### The following services have per Service Copays

This list is not all inclusive. Please read the plan certificate for complete listing of Copays.

<table>
<thead>
<tr>
<th></th>
<th>Physician’s Visits: $20</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Medical Emergency: $150</td>
</tr>
</tbody>
</table>

### Pediatric Dental and Vision Benefits

Refer to the plan certificate for details (age limits apply).

### Exclusions and Limitations

No benefits will be paid for: a) loss or expense caused by, contributed to, or resulting from; or b) treatment, services or supplies for, at, or related to any of the following:

1. Acne.
2. Acupuncture.
3. Cosmetic procedures, except reconstructive procedures to correct an Injury or treat a Sickness for which benefits are otherwise payable under the Policy. The primary result of the procedure is not a changed or improved physical appearance.
4. Dental treatment, except:
   - For accidental Injury to Sound, Natural Teeth. This exclusion does not apply to benefits specifically provided in Pediatric Dental Services.
5. Elective Surgery or Elective Treatment.
6. Flight in any kind of aircraft, except while riding as a passenger on a regularly scheduled flight of a commercial airline, or chartered aircraft only while participating in a school sponsored intercollegiate sport activity.
7. Foot care for the following:
   - Flat foot conditions.
   - Supportive devices for the foot.
   - Subluxations of the foot.
   - Fallen arches.
   - Weak feet.
   - Chronic foot strain.
   - Routine foot care including the care, cutting and removal of corns, calluses, toenails, and bunions (except capsular or bone surgery). This exclusion does not apply to preventive foot care for Insured Persons with diabetes.
8. Hearing examinations. Hearing aids. Other treatment for hearing defects and hearing loss. “Hearing defects” means any physical defect of the ear which does or can impair normal hearing, apart from the disease process. This exclusion does not apply to:
   - Hearing defects or hearing loss as a result of an infection or Injury.
9. Immunizations, except as specifically provided in the Policy. Preventive medicines or vaccines, except where required for treatment of a covered Injury or as specifically provided in the Policy.
10. Injury or Sickness for which benefits are paid or payable under any Workers’ Compensation or Occupational Disease Law or Act, or similar legislation.
11. Injury sustained while:
   - Participating in any intercollegiate or professional sport, contest or competition.
   - Traveling to or from such sport, contest or competition as a participant.
   - Participating in any practice or conditioning program for such sport, contest or competition.

12. Investigational services.

13. Participation in a riot or civil disorder. Commission of or attempt to commit a felony.

14. Prescription Drugs, services or supplies as follows:
   - Therapeutic devices or appliances, including: hypodermic needles, syringes, support garments and other non-
     medical substances, regardless of intended use, except as specifically provided in the Policy.
   - Immunization agents, except as specifically provided in the Policy.
   - Drugs labeled, “Caution - limited by federal law to investigational use” or experimental drugs.
   - Products used for cosmetic purposes.
   - Drugs used to treat or cure baldness. Anabolic steroids used for body building.
   - Anorectics - drugs used for the purpose of weight control.
   - Fertility agents or sexual enhancement drugs, such as Parlodel, Pergonal, Clomid, Profasi, Metrodin, Serophene, or Viagra.
   - Growth hormones.
   - Refills in excess of the number specified or dispensed after one (1) year of date of the prescription.

15. Reproductive/Infertility services including but not limited to the following:
   - Procreative counseling.
   - Genetic counseling and genetic testing.
   - Cryopreservation of reproductive materials. Storage of reproductive materials.
   - Fertility tests.
   - Infertility treatment (male or female), including any services or supplies rendered for the purpose or with the
     intent of inducing conception, except to diagnose or treat the underlying cause of the infertility.
   - Premarital examinations.
   - Impotence, organic or otherwise.
   - Female sterilization procedures, except as specifically provided in the Policy.
   - Vasectomy.
   - Reversal of sterilization procedures.

16. Research or examinations relating to research studies, or any treatment for which the patient or the patient’s
    representative must sign an informed consent document identifying the treatment in which the patient is to
    participate as a research study or clinical research study, except as specifically provided in the Policy.

17. Routine eye examinations. Eye refractions. Eyeglasses. Contact lenses. Prescriptions or fitting of eyeglasses or
    contact lenses. Vision correction surgery. Treatment for visual defects and problems. This exclusion does not apply as follows:
   - When due to a covered Injury or disease process.
   - To benefits specifically provided in Pediatric Vision Services.
   - To one pair of eyeglasses or contact lenses to replace the human lens function as a result of eye surgery or
     eye Injury or defect.

18. Preventive care services which are not specifically provided in the Policy, including:
   - Routine physical examinations and routine testing.
   - Preventive testing or treatment.
   - Screening exams or testing in the absence of Injury or Sickness.

19. Services provided normally without charge by the Health Service of the Policyholder. Services covered or provided
    by the student health fee.

20. Skeletal irregularities of one or both jaws, including orthognathia and mandibular retrognathia. Temporomandibular
    joint dysfunction. Deviated nasal septum, including submucous resection and/or other surgical correction thereof.
    Nasal and sinus surgery, except for treatment of a covered Injury.


22. Speech therapy, except as specifically provided in the Policy.

23. Supplies, except as specifically provided in the Policy.

24. Surgical breast reduction, breast augmentation, breast implants or breast prosthetic devices, or gynecomastia,
    except as specifically provided in the Policy.

25. Treatment in a Government hospital, unless there is a legal obligation for the Insured Person to pay for such
    treatment.

26. War or any act of war, declared or undeclared; or while in the armed forces of any country (a pro-rata premium will
    be refunded upon request for such period not covered).

    skin or fat. This exclusion does not apply to benefits specifically provided in the Policy.
UnitedHealthcare Global: Global Emergency Services

If you are a student insured with this insurance plan, you and your insured spouse and insured minor child(ren) are eligible for UnitedHealthcare Global Emergency Services. The requirements to receive these services are as follows:

International Students, insured spouse and insured minor child(ren): you are eligible to receive UnitedHealthcare Global services worldwide, except in your home country.

The Assistance and Evacuation Benefits and related services are not meant to be used in lieu of or replace local emergency services such as an ambulance requested through emergency 911 telephone assistance. All services must be arranged and provided by UnitedHealthcare Global; any services not arranged by UnitedHealthcare Global will not be considered for payment. If the condition is an emergency, you should go immediately to the nearest physician or hospital without delay and then contact the 24-hour Emergency Response Center. UnitedHealthcare Global will then take the appropriate action to assist you and monitor your care until the situation is resolved.

Key Assistance Benefits include:
- Emergency Evacuation
- Dispatch of Doctors/Specialists
- Medical Repatriation
- Transportation After Stabilization
- Transportation to Join a Hospitalized Insured Person
- Return of Minor Children
- Repatriation of Remains

Also includes additional assistance services to support your medical needs while away from home or campus. Check your certificate of coverage for details, descriptions and program exclusions and limitations.

To access services please refer to the phone number on the back of your ID Card or access My Account and select My Benefits/Additional Benefits/UHC Global Emergency Services.

When calling the UnitedHealthcare Global Operations Center, please be prepared to provide:
- Caller's name, telephone and (if possible) fax number, and relationship to the patient;
- Patient's name, age, sex, and UnitedHealthcare Global ID Number as listed on the back of your Medical ID Card
- Description of the patient's condition;
- Name, location, and telephone number of hospital, if applicable;
- Name and telephone number of the attending physician; and
- Information of where the physician can be immediately reached.

All medical expenses related to hospitalization and treatment costs incurred should be submitted to UnitedHealthcare Insurance Company for consideration and are subject to all Policy benefits, provisions, limitations, and exclusions. All assistance and evacuation benefits and related services must be arranged and provided by UnitedHealthcare Global. Claims for reimbursement of services not provided by UnitedHealthcare Global will not be accepted. A full description of the benefits, services, exclusions and limitations may be found in your certificate of coverage.

Highlights of Services offered by UnitedHealthcare StudentResources

Healthiest You: 24/7 Doctor Access

Starting on the effective date of your policy, you have 24/7 access to medical advice through HealthiestYou, a national telehealth service. By calling the toll-free number listed on the front of your medical ID card or visiting www.telehealth4students.com, you have access to board-certified physicians via phone and/or video, where permitted. This service is especially helpful for minor illnesses, such as allergies, sore throat, earache, pink eye, etc. Based on the condition being treated, the doctor can also prescribe certain medications, saving you a trip to the doctor’s office. Using HealthiestYou can save you money and time, while avoiding costly trips to a doctor’s office, urgent care facility, or emergency room. As an insured with StudentResources, there is no consultation fee for this service.* Every call with a HealthiestYou doctor is covered 100% during your policy period.

This service is meant to complement your Student Health Center. If possible, we encourage you to visit your SHC first before using this service.
HealthiestYou is not health insurance. HealthiestYou is designed to complement, and not replace, the care you receive from your primary care physician. HealthiestYou physicians are an independent network of doctors who advise, diagnose, and prescribe at their own discretion. HealthiestYou physicians provide cross coverage and operate subject to state regulations. Physicians in the independent network do not prescribe DEA controlled substances, non-therapeutic drugs and certain other drugs which may be harmful because of their potential for abuse. HealthiestYou does not guarantee that a prescription will be written. Services may vary by state.

*If you are an Insured under this insurance Plan, and you call prior to the plan effective date, you will be charged a $40 service fee before being connected to a board-certified physician.

**Student Assistance: 24/7 Counseling Support**

Insureds have immediate access to the Student Assistance Program, a service that coordinates care using a network of resources. Services available include counseling, financial and legal advice, as well as mediation. Counseling services are offered by Licensed Clinicians who can provide insureds with someone to talk to when everyday issues become overwhelming. Financial services, provided by licensed CPA’s and Certified Financial Planners offer consultations on issues such as financial planning, credit and collection issues, home buying and renting and more. Legal Services are provided by fully credentialed attorneys with at least 5 years of experience practicing law. Mediation services are available to help resolve family-related disputes. Translation services are available in over 170 languages for most services. Insureds also have access to LiveAndWorkWell.com where they can take health risk assessments, use health estimators to calculate things like their target heart rate and BMI, and participate in personalized self-help programs. More information about these services is available by logging into My Account at www.uhcsr.com/MyAccount.

**BetterHelp: 24/7 Online Counselor Access**

Starting on the effective date of your policy, you have access to Psychologists (PhD / PsyD), Marriage and family therapists (LMFT), Clinical Social Workers (LCSW) and Licensed Professional Counselors (LPC) through BetterHelp, a national virtual counseling service. These professional licensed counselors will be available to you via ongoing text communications, live chat, phone, video or groupinars.

When you first visit the counseling website, you will be asked to complete a questionnaire that will request your UHCSR insurance information on your ID card, emergency contacts and your goals for accessing the service. The questionnaire will also ask you for counselor preferences (gender, specialty, etc.) to ensure you are matched with a practitioner that can help you meet your goals. Within 24 hour after completing the questionnaire, you will be contacted by a counselor to schedule an appointment and decide on a communication method that best suits your needs.

As an insured with StudentResources, there is no consultation fee for this service. Every communication with a BetterHelp counselor is covered 100% during your policy period.

This Summary Brochure is based on Policy #2019-91-4.

NOTE: The information contained herein is a summary of certain benefits which are offered under a student health insurance policy issued by UnitedHealthcare. This document is a summary only and may not contain a full or complete recitation of the benefits and restrictions/exclusions associated with the relevant policy of insurance. This document is not an insurance policy document and your receipt of this document does not constitute the issuance or delivery of a policy of insurance. Neither you nor UnitedHealthcare has any rights or responsibilities associated with your receipt of this document. Changes in federal, state or other applicable legislation or regulation or changes in Plan design required by the applicable state regulatory authority may result in differences between this summary and the actual policy of insurance.
NON-DISCRIMINATION NOTICE

UnitedHealthcare StudentResources does not treat members differently because of sex, age, race, color, disability or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability or national origin, you can send a complaint to:

Civil Rights Coordinator  
United HealthCare Civil Rights Grievance  
P.O. Box 30608  
Salt Lake City, UTAH 84130  
UHC_Civil_Rights@uhc.com

You must send the written complaint within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again.

If you need help with your complaint, please call the toll-free member phone number listed on your health plan ID card, Monday through Friday, 8 a.m. to 8 p.m. ET.

You can also file a complaint with the U.S. Dept. of Health and Human Services.

Online [https://ocrportal.hhs.gov/ocr/portal/lobby.jsf](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf)


Phone: Toll-free [1-800-368-1019, 800-537-7697](tel:1-800-368-1019) (TDD)


We also provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for free language services such as speaking with an interpreter. To ask for help, please call the toll-free member phone number listed on your health plan ID card, Monday through Friday, 8 a.m. to 8 p.m. ET.
We provide free services to help you communicate with us, such as, letters in other languages or large print. Or, you can ask for free language services such as speaking with an interpreter. To ask for help, please call toll-free 1-866-260-2723, Monday through Friday, 8 a.m. to 8 p.m. ET.

**English**
Language assistance services are available to you free of charge. Please call 1-866-260-2723.

**Albanian**

**Amharic**
አማርኛ ከአማርኛ ያሆን ከማን ብሸፋ በማን ቪሸፋ ከ1-866-260-2723 ከእንክ ያሆን.

**Arabic**
توفر لك خدمات المساعدة اللغوية مجانيةًا. اتصل على الرقم 1-866-260-2723.

**Armenian**
Այսօր ծանրակարգված խնդիրները լրացնելու համար ամբողջ պաբան խաղաղի 1-866-260-2723 հաղորդեք.

**Bantu - Kirundi**
Uronswa ku bantu servisii ziatifite ku runimi za kugufasha. Utegeerwa guhamagana 1-866-260-2723.

**Bisayan - Cebuano**

**Bengali - Bangla**
ঘোষণা: ভাষা সহায়তা পরিষেবা আপনি বিদ্যমান। ধেয়ে পান । 1-866-260-2723 থেকে কল করুন।

**Burmese**
စာရွက်များ လည်း အချက်အလက်များ အားလုံး အားလုံး ပြသသည်။ 1-866-260-2723 ကြည့်ပါ။

**Cambodian - Mon-Khmer**
កំណត់សេចក្តីប្រការទំព័រក្នុងការបង្ហាញរបស់​អ្នក 1-866-260-2723 ស្ថាជ្រើន;

**Cherokee**
 Cherokee

**Chinese**
您可以免費獲得語言援助服務。請致電 1-866-260-2723。

**Choptaw**
Chahta anumpa ish anumpali homvnt toksholi yv peh pilla hq chi aple hinla. I paya 1-866-260-2723.

**Cushite - Oromo**

**Dutch**
Taalbijstandsdielen zijn gratis voor u beschikbaar. Gelieve 1-866-260-2723 op te bellen.

**French**
Des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-866-260-2723.

**French Creole - Haitian Creole**

**German**

**Greek**
Οι υπηρεσίες γλωσσικής βοήθειας σας διατίθενται δωρεάν. Κάλεστε το 1-866-260-2723.

**Hindi**
आप के लिए भाषा सहायता सेवाएं मुफ्त हैं। 1-866-260-2723 पर कॉल करें।

**Hmong**
Muaj cov kev tchais lus puab dawb rau koj. Thov h rau 1-866-260-2723.

**Ibo**

**Ilocano**
Adda awan bayadna a serbisso para iti language assistance. Pangungasim ta tawagam 1-866-260-2723.

**Indonesian**

**Italian**
Sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-866-260-2723.

**Japanese**
無料の言語支援サービスをご利用いただけます。1-866-260-2723 までお電話ください。

**Karen**
ဉာဏ်ကြန်တွေကို အနောက်ရိုးစာတွင် ထိုးပါ။ 1-866-260-2723 ဖောပါ။

**Korean**
언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-866-260-2723 번으로 전화하십시오.

**Kru - Bassa**
Bot ba hola ni kobol mahop ngai waa gowui wa bo ye ha i nyu yon. Sebel i nisinga mi 1-866-260-2723.

**Kurdish - Sorani**
خزماتیلی میکات زمانی بهترین لیبریب یا بیتون داکاریش. تکلیف تعریفینه بکه بر زمارس 1-866-260-2723.

**Laotian**
Miextangfahngtung namkhat namkhet mandin. 1-866-260-2723.