



September 7, 2019

203043



Ruei-Yao Sun  
97c Southpoint Drive  
Amherst, MA 01002

Thank you for being a UnitedHealthcare StudentResources member.

We're glad you're here.

This is your Student Resources (SPC) Ltd., a UnitedHealth Group Company, health plan ID card. It has information about you and your coverage so you'll want to bring 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.

SPC (5/19)

#### Here are the next steps:



##### Get access on the go

When it comes to managing your health plan and making informed decisions, simpler is better. My Account at [uhcsr.com/myaccount](http://uhcsr.com/myaccount) is a mobile-friendly website that helps you:

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



##### Check out our new videos

[Uhcsr.com/video](http://Uhcsr.com/video) has many informative videos on how to access and utilize key elements in your My Account. We've also partnered with Psych Hub to provide videos that help recognize and deal with various mental health topics.



##### Know your network

With almost every plan, you'll pay less if you choose doctors, clinics and hospitals in your network. It's easy to check who's in the network by using the provider directory on [uhcsr.com](http://uhcsr.com) or the UHC StudentResources mobile app.

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

**UnitedHealthcare®**  
**StudentResources**

2019-20 Academic Year

Insured: Ruei-Yao Sun  
SR ID #: 8105335  
Group Name: Student Medicover SP - Basic - SM

Policy #: 2019-203043-93

Customer Service: **1-866-352-8632**

For telehealth services visit [telehelp4students.com](http://telehelp4students.com)  
or call 1-855-870-5858 for 24/7 doctor access.  
24/7 Student Assistance Program: 1-877-862-1172

**MultiPlan**  
Complementary Network

UnitedHealthcare Options PPO Network

ID1:19S Underwritten by Student Resources (SPC) Ltd.

#### 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](mailto: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](http://www.uhcsr.com)

19-ID1