UCSHIP StudentHealth App FAQs

What is the StudentHealth app?
StudentHealth is an app that allows UC SHIP members and their dependents to access plan ID cards and benefits information from their mobile devices.

Anthem Blue Cross and UC SHIP collaborated with Mobile Health Consumer to introduce this new app for the 2015/2016 plan year.

Why do I need the StudentHealth app?
Downloading and using StudentHealth is not mandatory – the choice is yours. It is important to note however, that your member ID card is only available online – you will not receive your card through the mail.

When you visit Student Health Services on campus or need to get covered services at a doctor's office, Urgent Care Clinic, hospital, pharmacy, etc., you'll be asked to present your UC SHIP member ID card. It's accessible through the app. StudentHealth also provides helpful information resources for your university and the UC SHIP plan benefits.

What can I use the StudentHealth app to do?
Use your mobile device anywhere, anytime to:

- Present your Anthem ID card when you need care.
- Decide when you need a referral to a healthcare provider outside of student health, and link with your Student Health Services to obtain one.
- See what your plans cover and how much your share of costs will be, if any.
- Find out how close you are to meeting your out-of-pocket maximums for the year.

OBTAINING THE APP

How can I get the app?
Download the free StudentHealth app for Android devices from Google Play or for iOS devices from the Apple Store. Search for the app name, StudentHealth.

What devices are supported?
On iOS devices version 7 or later. On Android devices version 3.0 or later.

What if I don't have a supported mobile device?
You can access the app from a web browser
at www.mobilehealthconsumer.com/studenthealth

I downloaded the app, but cannot install it.
Verify that your device has enough space/memory by trying to download another app. If that fails too, clear cache, disk space and/or memory on your device. Restart your device. Make sure you are running a supported operating system on your device.

How do I change my StudentHealth username and password?
On the Navigation Menu, use the *Profile* link in the Settings Section.

How do I register?
Follow these steps to register:

- Click the *Register Now* link after downloading and opening the app.
- Enter your Student ID, First Name, Last Name and Date of Birth. Click *Next* button.
- Note the username at the top of the page. You can change it or leave it as it is.
- Enter the Password and Confirm Password. Click *Next* button.
- Confirmation alert gets displayed that you have successfully registered.
- Log in to the app with your username and password.

USING YOUR ID CARD

Can my dependents see their ID cards in the app too?
You can send an email invitation to your dependents to register to use the StudentHealth app. Enter the dependent's email address and select the *Send Registration Email* button. When the dependent receives the email, he/she can click on the link in the email to complete the registration process. Or, a dependent can download the app and select the *Register Now* link. If using this method to register, the dependent will need to provide the benefits-enrolled student's ID number, along with the dependent's own name and date of birth.

How can I see my ID Cards in the app?
On the Navigation Menu, use the *ID Cards* link in the Benefits Section.

How can I see the details of my UC SHIP plan benefits in the app?
On the Navigation Menu, use the *Descriptions* link in the Benefits Section.

How do I find out about my out-of-pocket calculations?
To find your out-of-pocket calculations (or accumulations) for the compilation of your out-of-pocket expenditures, click the *Anthem* button from the home page or navigation and follow the links to log into Anthem.com. Log in using your Anthem ID and password.

How can I print my ID card?
If your device has access to a printer, print the ID card the same way you would print anything else from your device. Otherwise, consult your device's user manual to take a screen image of the ID card and email it to a person or device who can print it. Or, access the app from a computer with printer access at www.mobilehealthconsumer.com/studenthealth.

Can Customer Support print my StudentHealth ID card?
No. Customer Support cannot see or print a StudentHealth ID card.

MAKING CHANGES

How do I change my password, username, or contact information?
On the Navigation Menu, use the *Profile* link in the Settings Section.

How do I delete a message from the Notification Center?
Select the *Edit* button. A check box will appear next to every message. Choose the messages you want to delete. Press the *Delete* button. Once you delete a message, it is permanently gone.

GETTING HELP

Who can help me with questions about my benefits?
Anthem Member Services can help: (866) 940-8306

Who can help me with problems using the app?
Please email: support@mobilehealthconsumer.com