

Student Insurance Plan Through UHCSR

Key Points for using this insurance for those who have purchased this additional insurance plan:

1. Come to the Hope College Health Clinic for your non-emergent medical needs first.
2. If the Hope College Health Clinic is closed, you are to utilize the on-call physician at South Washington Family Medicine. Please call 392-8035 for directions to speak with the on-call doctor.
3. If you feel you have an Emergency, please go to the nearest emergency department (In Holland - 602 Michigan Avenue, 392-5141)
4. If you are more than 50 miles from Holland and need to obtain medical care you do not need a referral from the Hope Health Center.
5. When seeking medical care:
 - Present your Student Insurance Plan card when registering for your care. You may obtain a copy of your card @ www.uhcsr.com.
 - Should the medical facility not utilize this insurance, you may be asked to pre-pay for your services.
 - Obtain a receipt of payment along with a sheet explaining what charges and procedures were provided.
 - Mail these to:
Student Resources
P.O. Box 809025
Dallas, TX 75380- 9025
Phone contact (800) 767-0700
 - Include a short note explaining that you need to be directly reimbursed. Be sure to include your name, date of birth and complete address in your note.
6. The Student Insurance plan is a 365 day plan administered by United Health Care Student Resources.
7. Questions, concerns or complaints regarding the Student Insurance Plan should be addressed to Customer Service at 1-800-767-0700 or customerservice@uhcsr.com