

## University of California – Extension

### English Language and International Education Program Health Insurance Plan

Welcome to the 2020 UC Extension Health Insurance Plan! Below are brief highlights of plan benefits, as well as important dates of coverage. You can find all plan materials, including the Plan Summary, on your school's individual webpage at [www.4studenthealth.com](http://www.4studenthealth.com) (see chart below)

For questions about enrollment or to update contact information, such as a change of address, please contact your UC Extension program office. For questions about benefits or claims, please call Anthem Blue Cross at **(800) 888-2108**.

#### Insurance ID Card

To download your permanent insurance ID card, visit the [Anthem Mobile Health Consumer Website](#) or the [StudentHealth Mobile App](#). Follow the simple instructions below. If you need to seek treatment before your member ID card is available, call Anthem Blue Cross at **(800) 888-2108**. If you are not in Anthem's system, call Relation at **(800) 537-1777** to confirm enrollment.

**Carry your ID card with you at all times!** You will need your card when you visit the Student Health Center (SHC), doctor's office, urgent care, hospital, or pharmacy.

#### Anthem Mobile Health Consumer (MHC) Website

To create a member account and access your Insurance ID card from your computer, visit the MHC website at:

[www.mobilehealthconsumer.com/studenthealth](http://www.mobilehealthconsumer.com/studenthealth)

To register, enter your first name, last name, school-issued student ID and date of birth. Please note that the first name is limited to 16 characters and last name to 12 characters.

#### StudentHealth Mobile App

The StudentHealth Mobile App through Anthem Blue Cross gives you instant access to your benefits, ID card, and much more. To access your benefits, download the app from the App Store® or Google Play™ and create your account.

#### If You Need to See a Doctor

You should go to the SHC for treatment first (if applicable).

If the SHC is closed, not available at your school, or you are away from campus, visit a Preferred Provider Organization (PPO) doctor or urgent care center for treatment. In order for your medical bills to be paid at 100% (after applicable copay and deductible) when you seek treatment off-campus, visit a PPO provider or facility. Your plan utilizes Anthem Blue Cross Prudent Buyer PPO. To locate a PPO provider, visit [www.anthem.com/ca](http://www.anthem.com/ca) or call **(800) 888-2108**.

#### Filing a Claim

If the Provider does not file the claim directly with Anthem Student Advantage, then you can file the claim by submitting an Anthem Claim Form along with itemized bill and proof of payment, if you paid for the services after treatment. The member claim form can be found online at [www.anthem.com/ca](http://www.anthem.com/ca) or at [www.4studenthealth.com](http://www.4studenthealth.com) (followed by your school's shortcut) and clicking the **Claims** icon in the USE YOUR INSURANCE section.

#### Policy Information

Eligible dates of coverage for the 2020 Health Insurance Plan are from 01/01/2020 to 12/31/2020. Actual dates of coverage may vary based on program enrollment dates.

#### Webpages

For more information, you may visit your school's webpage at [www.4studenthealth.com](http://www.4studenthealth.com) (append URL with appropriate shortcut).

School	Shortcut
UC Berkeley – Extension	/ext-ucb
UC Davis – Extension	/ext-ucd
UC Irvine – Extension	/ext-uci
UC Los Angeles – Extension	/ext-ucla
UC Riverside – Extension	/ext-ucr
UC San Diego – Extension	/ext-ucsd
UC Santa Barbara – Extension	/ext-ucsb
UC Santa Cruz – Extension	/ext-ucsc

#### Global Emergency Services

The following services are not part of the Plan underwritten by Anthem Blue Cross Life and Health Insurance Company. These value-added options are provided by Relation Insurance Services, in partnership with Scholastic Emergency Services (SES).

Services include but are not limited to emergency medical evacuation, repatriation of remains, emergency trauma counseling, interpreters and a full range of services to help students through any difficulty away from home. All services must be arranged and provided by SES. No claims for reimbursements will be accepted.

If you require medical assistance and are more than 100 miles from your permanent residence or campus or are in another country, call SES Operations Center at **(877) 488-9833** (inside the USA), **+1 (609) 452-8570** (outside USA), or e-mail [medservices@assistamerica.com](mailto:medservices@assistamerica.com). You may find more detailed information at [www.4studenthealth.com](http://www.4studenthealth.com) by clicking the **Travel Assistance** icon in the USE YOUR INSURANCE section on your school's web page.

## Additional Plan Information

Please note the following levels for coinsurance, deductibles, copays, and other costs of this coverage.

	Anthem Blue Cross PPO Network	Out-of-Network Provider
<b>Maximum Benefit</b>	Unlimited	
<b>Deductible</b>	\$100 per policy year*	\$200 per policy year
<b>Covered Percentage Unless otherwise noted</b>	100% of Negotiated Rate	50% of Reasonable and Customary
<b>Office Visit</b>	100% of Negotiated Rate	50% of Reasonable and Customary
<b>Specialist Visit</b>	100% of Negotiated Rate	50% of Reasonable and Customary
<b>Urgent Care</b>	100% of Negotiated Rate	50% of Reasonable and Customary
<b>Hospital</b>	100% of Negotiated Rate	50% of Reasonable and Customary
<b>Emergency Room</b>	100% of Negotiated Rate \$75 copay per visit (copay waived if admitted)	Covered same as In-Network
<b>Prescription Drugs**</b>	Generic: \$10 copay/ Preferred & Brand: \$35 copay/ Non-Preferred & Specialty: \$50 copay (deductible waived)	50% of Reasonable and Customary Covered up to \$250 Retail Only for Generic; Preferred & Brand; Non-Preferred & Specialty (deductible waived)

\* Deductible waived at the Student Health Center, where available

\*\* Contraceptives are covered at 100% of the Allowed Amount

Anthem Blue Cross complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

**(Arabic)**

إذا كنت تتحدث انكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم +1 2108-888 (800)

**(Korean)**

한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. +1 (800) 888-2108 번으로 전화해 주십시오.

**(Chinese-S)**

如果您说中文，您可以免费获得语言援助服务。请致电 +1 (800) 888-2108。

**(Persian-Farsi)**

اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با +1 (800) 888-2108 تماس بگیرید.

**(Chinese-T)**

如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 +1 (800) 888-2108。

**(Polish)**

Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer +1 (800) 888-2108.

**(French)**

Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le +1 (800) 888-2108.

**(Portuguese)**

Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para +1 (800) 888-2108.

**(French Creole-Haitian)**

Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele +1 (800) 888-2108.

**(Russian)**

Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните +1 (800) 888-2108.

**(German)**

Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer +1 (800) 888-2108.

**(Spanish)**

Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al +1 (800) 888-2108.

**(Italian)**

In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero +1 (800) 888-2108.

**(Tagalog)**

Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa +1 (800) 888-2108.

**(Japanese)**

日本語を話される場合、無料の言語支援をご利用いただけます。+1 (800) 888-2108 まで、お電話にてご連絡ください。

**(Vietnamese)**

Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số +1 (800) 888-2108.