GENERAL INFORMATION ABOUT THIS REFERRAL

- Our policy administered by UnitedHealthcare StudentResources has a Student Health Center (SHC) referral requirement. A SHC referral is required for each policy year and for each condition, injury or sickness.
- The SHC referral is not required to contain an NPI#, the Provider name, a referral number, authorization number, etc.
- The SHC submits its referrals electronically to UnitedHealthcare StudentResources. This is the most efficient process designed to prevent claims from being denied or incorrectly processed.
- Referrals submitted electronically to UnitedHealthcare StudentResources are matched to the member in the claims system overnight to eliminate instances where claims could be potentially denied for no referral.
- Submitting electronic referrals to UnitedHealthcare StudentResources ensures the referral is already in the system before the claim(s) are received.

CUSTOMER SERVICE

If you have questions regarding SHC referrals, please contact UnitedHealthcare StudentResources directly by calling 1-888-224-4752, the Provider phone number listed on the the member’s insurance card.

DISCLAIMER: INFORMATION PRESENTED IN THIS DOCUMENT IS NOT A GUARANTEE OF BENEFITS.