

General Information About This Referral

- Our policy administered by UnitedHealthcare **StudentResources** has a Student Health Center (SHC) referral requirement. Only one SHC referral is required for each Injury or Sickness per Policy Year.
- 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.

A UHS referral for outside care is not necessary only under any of the following conditions:

- Medical Emergency. The student must return to UHS for necessary follow-up care.
- When the University Health Service is closed.
- When service is rendered at another facility during break or vacation periods.
- Medical care received when the student is more than 50 miles from campus.
- Medical care obtained when a student is no longer able to use the UHS due to a change in student status.
- Maternity, obstetrical, and gynecological care.
- Mental illness treatment and substance use disorder treatment.

Dependents are not eligible to use the UHS and therefore are exempt from the above limitations and requirements.

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.