IMPORTANT INFORMATION ABOUT THE UC STUDENT HEALTH INSURANCE PLAN (UC SHIP)

Attention students (and parents)! This is a courtesy e-mail reminder on behalf of the Student Health Insurance Office at The Ashe Center. We understand that you’re busy with finals fast approaching, but please take a few minutes to read the following notice regarding healthcare coverage for the remainder of the 2015-2016 policy year.

Anthem Blue Cross will no longer be issuing identification cards for medical and vision coverage. UCLA students with UC SHIP will now have access to all of their student health insurance information via the new UC SHIP mobile app. To download the new UC SHIP mobile app, please visit The Ashe Center website here. Your Anthem Blue Cross medical ID card from previous school years will not be valid for services outside of the Ashe Center.

GENERAL HEALTH & ASHE CENTER REMINDERS

Hepa-what? Students who are under the age of 19 are required to provide proof of Hepatitis B immunization prior to enrollment. For clearance, an online questionnaire must be completed through the Student Health Website Hepatitis B site.

USE CAPS! UCLA Counseling and Psychological Services (CAPS) are available to all registered students. Remember that all registered students insured by UC SHIP must first initiate behavioral health assessment/care through CAPS before seeking further treatment under UC SHIP. Referrals are sent to UCLA Neuropsychiatric Behavioral Health Services. Visit CAPS’ website for more information or call (310) 825-0768.

Want a $100 Bruin Card? The Ashe Center is sponsoring a $100 Bruin Card contest and the deadline to enter is December 5, 2015. To participate, all you need to do is download the UC SHIP mobile app before the deadline, then you’ll be automatically entered to for the $100 Bruin Card drawing.

WAIVING FOR WINTER AND SPRING 2015

If you have successfully waived UC SHIP for Fall 2015, no further action is required for the P/Y 2015-16. If your waiver was not successful, Fall 2015 denials will stand and there will be no re-evaluation or refunds of Fall 2015. If you would like to attempt to waive UC SHIP or have forgotten to waive UC SHIP, you will be able to waive enrollment in SHIP for Winter/Spring Quarter 2016 or Spring 2016 Semester (for Law and Med students) if your policy meets the waiver criteria. The waiver website will be available from December 1 through December 20, 2015. Transactions are always saved for a processed waiver and you will be notified automatically if your waiver was approved or denied. If approved, a confirmation letter will generate and be sent to your e-mail inbox. If you haven’t already, please add ucshipwaivers@ashe.ucla.edu to your address book so that Ashe Insurance emails are not sent to your spam or junk mail folders. If denied, you have 14 business days from the date of denial to appeal by submitting the appeal form and requested documents.

• Covered California open enrollment begins November 1, 2015. Please review your plan options carefully by considering cost, benefits and the network of preferred providers as compared to your campus SHIP program.

UC SHIP DURING THE HOLIDAYS

The Ashe Center will be closed from Thursday, December 24, 2015 through Friday, January 1, 2016. We will re-open on Monday, January 4, 2016.

Traveling abroad: Anthem Blue Cross is your medical insurance carrier. Medical assistance outside of the U.S. is provided through the Blue Card Worldwide Program. Representatives are available through the Service Center at +1 (800) 810-2583 or collect at +1 (804) 673-1177 to help you find a suitable provider. You can also go online to
www.bluecardworldwide.com and search within a 30-mile radius of the nearest city for a list of doctors, hospitals, pharmacies, etc. We strongly encourage you to make your own preferred list ahead of time and before leaving in case of emergencies. Unlimited benefits are furnished for medical evacuation and repatriation if needed.

Away from Campus: If you will be away from campus but still within the U.S., advice and medical assistance is available in many ways:

- Secure-message your Ashe primary care provider through the Patient Portal for a referral to an Anthem network provider.
- If you cannot reach your Ashe primary care provider, contact the Student Health Insurance Office during regular hours at (310) 795-5614 or shsins@ashe.ucla.edu. Please include your UCLA SID.
- If the Ashe Center is closed, you may utilize our 24/7 Nurse Line for confidential medical advice at (310) 825-4073 to determine if it is an urgent situation or otherwise.
- You are encouraged to seek emergency care through an emergency room or urgent care clinic by finding one closest to your area at www.anthem.com. Follow ups for further treatment or diagnosis must be communicated to the Student Health Insurance Office; referrals may be needed for these follow-up appointments.

NON-REGISTERED/VOLUNTARY SHIP

Are others “depending” on you? Options are available for dependents of registered and insured UC SHIP students to purchase a Non-Registered Voluntary UC SHIP policy. Contact Wells Fargo Insurance Services -- a contracted affiliate with UC SHIP and its insurance carrier, Anthem Blue Cross -- at (800) 853-5899 for the enrollment application, fee payments, and benefits details. Enrollment does not automatically renew, so please remember to re-enroll your dependents every academic term. More information on dependent enrollment can be found through the Student Health website here.

Need to extend UC SHIP enrollment after you’ve left UCLA? Registered UC SHIP students who wish to continue their coverage after graduation (graduates and undergraduates) or the end of term (graduates only) may be eligible to purchase the Non-Registered Voluntary UC SHIP policy strictly for one additional term. You must have been insured in the previous academic term to qualify. You have 30 calendar days prior to or after your coverage ends to enroll. Contact Wells Fargo Insurance Services at (800) 853-5899 for the application and to make direct payment. Your voluntary coverage will maintain the same benefits, co-payments, co-insurance and Ashe referral requirements as when you were enrolled in UC SHIP as a registered student.

KEEP IN TOUCH:

- The Ashe Center Main Line: (310) 825-4073
- Anthem Blue Cross (and Blue View Vision) Member Services: (866) 940-8306
- Delta Dental: (800) 765-6003
- Wells Fargo Insurance Services: (800) 853-5899
- UCLA Counseling and Psychological Services (CAPS): (310) 825-0768
- UCLA Neuropsychiatric Behavioral Health Services (BHS): (800) 825-9989
- 24/7 Nurse Line (when The Ashe Center is CLOSED): (310) 825-4073
- Catamaran/Optum Pharmacy: (844)265-1879

Thank you for your time and attention. Wishing you a safe and healthy holiday season!

Regards,

Barbara Rabinowitz
Ashe Student Health Insurance Manager
www.studenthealth.ucla.edu/mobileapp