

TEMPORARY ID CARD

This is your temporary student health plan identification card.
 Cut it out and keep it with you at all times.

This card can be used to verify your coverage (and coverage for your dependents, if applicable).

cut out along dashed line

Notice to Members and Providers:
 This card is for identification purposes only and is NOT a guarantee of coverage or eligibility.
 Benefits are subject to payment of appropriate premium and verification of eligibility.

PROVIDERS MAY SUBMIT CLAIMS ELECTRONICALLY TO:
PAYER ID 95397

SUBMIT CLAIMS BY MAIL TO:
 Personal Insurance Administrators, Inc.
 P.O. Box 6040
 Agoura Hills, CA 91376-6040

To verify eligibility and benefits, or for language assistance:
 call Personal Administrators Inc., at (800) 468-4343

fold here

PACIFIC UNION COLLEGE STUDENT HEALTH PLAN

Student Name: _____ **Policy #:** SF00101
Student ID #: _____ **Effective:** 9/1/2014

EPO Plan: For important information regarding benefits, referral requirements, and approved EPO Providers contact PIA: (800) 468-4343


Primary care services provided by the PUC Health Clinic: (707) 965-6339
Nurseline (outside of PUC Health Clinic hours): (707) 965-6789

EPO Provider: St. Helena Hospital

Students residing or traveling outside a 50-mile radius of PUC/St. Helena Hospital may use the First Health Network

Prior Authorization (required for specific services):
 (888) 638-5706

Locate First Health Providers:
 (800) 226-5116 or www.myfirsthealth.com



EXPRESS SCRIPTS®
RxBin: 003858
Rx PCN: A4
Rx Group: KRNA
Rx Copay:
 \$10 generic
 \$30 preferred brand
 (800) 451-6245
 www.express-scripts.com

USING THE PLAN AND GETTING YOUR BILLS PAID:

Please note these important instructions on how to use the plan and make sure the treatment or services you receive will be covered:

- You will receive your permanent plan ID card from PUC during orientation. Carry it with you at all times. If you go to a doctor's office, urgent care center, hospital, or pharmacy, show them your ID card. They may call Personal Insurance Administrators, Inc., at the number on the back to verify your coverage.
- When you go to the PUC Health Clinic or other EPO doctor, you may be charged the required copay at time of service, so be sure to bring cash or a credit card with you.
- Except as otherwise noted, you must visit the PUC Health Clinic first for a referral before seeking treatment elsewhere. If a referral is required but not obtained, the plan will NOT pay for your treatment, and you will be responsible for all charges.**
- In the case of an emergency, Students must contact the PUC Health Clinic within 24 hours from the date of receiving emergency medical care services and/or being discharged from a hospital emergency room or facility. The Student may also be required to return to the PUC Health Clinic for necessary follow-up care within 72 hours from the date of receiving emergency medical care services and/or being discharged from a hospital emergency room or facility.
- As indicated, certain Eligible Health Care Services and prescription drugs covered under the plan require prior authorization in order for benefits to be payable. If prior authorization is required but not obtained, benefits may NOT be payable for those services under the plan. Contact American Health Holdings at **(888) 638-5706** to obtain authorization **prior to** receiving treatment, or Express Scripts at **(800) 889-0376** to obtain authorization **prior to** filling a prescription. See the Summary Description of Benefits for specific requirements and time frames.
- After you receive treatment, you will be charged the deductible first before the company will begin paying benefits (except as otherwise noted).
- After you receive treatment at an EPO provider, the provider may submit the charges directly to the claims administrator for you. In this case, you will receive an Explanation of Benefits indicating what the plan covered, and then the provider will bill you for any remaining charges. If the provider does not submit the charges directly, YOU will be responsible for filing a claim. In this case, you must complete the claim form and, within 90 days of treatment, send it along with any itemized hospital and medical bills to:
Personal Insurance Administrators, Inc.
P.O. Box 6040
Agoura Hills, CA 91376-6040
- If you have questions about the status of your claim after it has been submitted or for any questions about benefits, please call Personal Insurance Administrators, Inc., at **(800) 468-4343**, Monday–Friday, 8:00 a.m. to 5:00 p.m. (4:00 p.m. on Fridays) PT. **Always keep a copy of all documents submitted for claims.**