OU Student Health Plan

Thanks for choosing the OU Student Health Plan. Here are the top 4 things you need to know about the program. We recommend saving or printing this document for future reference.

The OU Student Health Plan is administered by Academic HealthPlans and the benefits are provided by BlueCross BlueShield (BCBS). Click here for details about the plan (http://hr.ou.edu/studenthealth).

1. When you get sick

- **Visit Goddard First** – When you’re sick or injured, you must first visit Goddard Health Services (ou.edu/healthservices) at 620 Elm Ave. If Goddard cannot provide the care you need, they will refer you to the appropriate medical personnel. You’ll need a referral anytime you visit a medical provider outside of Goddard Health Center (see #2 below).
- **Free 24/7 Nurseline** – Call the BlueCross Nurseline to reach a registered nurse, 24 hours a day, 7 days a week at 1-800-299-0274.
- **Go to Urgent Care** - When Goddard Health Center is closed, medical conditions requiring immediate attention can be treated quickly and effectively at an urgent care clinic. Examples include care for flu, lacerations, stitches and animal bites. Find an in-network urgent care facility when Goddard is closed by using the “Find a Doctor or Hospital” tool on the BCBSOK website (bit.ly/FindDoctor).
- **Other Providers** – You can search the list of approved, in-network health care providers on the BlueCross website (bit.ly/FindDoctor). If you choose a provider outside of Goddard, your cost will be higher and may be subject to the deductible.
- **Go to the Emergency Room** – You should visit a hospital emergency room only for conditions that are life threatening. Goddard and urgent care clinics provide effective treatment for most common medical conditions. Your cost will be much higher when you go to an emergency room.

2. Referrals required

Any time you need care from a physician or facility outside of Goddard Health Center a referral from Goddard is required except for OB/GYN and mammogram services. NOTE: Services from providers outside Goddard may be subject to the plan deductible.

You must get a referral if you receive medical attention at an emergency room or urgent care facility. You will need to contact Goddard at (405)325-4441 within 48 hours of the service. If you receive medical care from another provider on a weekend or holiday, your 48 hours begin the next business day at 8 a.m. when Goddard opens. Your cost will be much higher if you fail to get a referral.

3. Changing benefits for life events

You may change your coverage if you experience a Qualifying Life Event. Qualifying Life Events include a birth, adoption, death, marriage, divorce, gain or loss of other insurance coverage, or an international student’s (or their dependent’s) change of status, arrival in the US, or permanent departure from the US.

When a Qualifying Life Event happens, submit the change form (bit.ly/shpChangeForm) and supporting documentation within 31 days to the Student Health Plan office at the NEL Building, 905 Asp Ave, Room 244.

The changes become effective on the date all documents are received by the Student Health Plan Office, or the date of the qualifying event, whichever is later. The effective date of coverage for newborn babies and newly adopted children will be the date of birth or date of adoption. The total premium amount will be due for the entire semester whether adding or dropping coverage.

4. Account information

- **Updating contact information** - To update your contact information email the OU Student Health Plan in Human Resources at shp@ou.edu, call 325-2961, or visit the office at the NEL Building, 905 Asp Ave, Room 244.
- **Claims and benefits questions** - Status of insurance claims can be viewed through “Blue Access for Members” (bit.ly/BlueAccessMembers) on the BCBS website. All questions about claims and payments to providers should be directed to BCBS. All questions involving enrollment and premiums should be directed to Academic HealthPlans.
- **Insurance member number** - Your insurance member number is the prefix of “YUN” plus your student ID number, e.g. YUN123456789.
- **Online benefits** - BCBS offers many online benefits for its members. Through Blue Access for Members (bit.ly/BlueAccessMembers) you can find doctors in the BCBS network, print temporary ID cards, review claims and explanations of your benefits.

<table>
<thead>
<tr>
<th>Academic Health Plans</th>
<th>BlueCross BlueShield of Oklahoma</th>
<th>OU Health Services - Goddard</th>
<th>Student Health Plan Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>888-924-7758</td>
<td>855-267-0214</td>
<td>(405) 325-4441</td>
<td>(405) 325-2961</td>
</tr>
<tr>
<td>PO Box 1605</td>
<td>PO Box 3283</td>
<td>620 Elm Ave.</td>
<td><a href="mailto:shp@ou.edu">shp@ou.edu</a></td>
</tr>
<tr>
<td>Colleyville, TX 76034</td>
<td>Tulsa, OK 74102-3283</td>
<td>Norman, OK 73019</td>
<td>905 Asp Ave. Room 244</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Norman, OK 73019</td>
</tr>
</tbody>
</table>