Health Services: International Students

Health Insurance Enrollment & Waiver,
Online Account Creation, Insurance Card & Bill

**Enrollment**

You will need to complete the enrollment form each semester (Fall and Spring semesters) if you would like to have the United Healthcare insurance plan. It is easy to enroll by following these steps:

1. Use the link below to enroll in the United Healthcare insurance plan each semester
   [https://studentcenter.uhcsr.com/georgiasouthern](https://studentcenter.uhcsr.com/georgiasouthern)
2. Click on the "Enrollment Form" in the center of the page to enroll.
3. Enter your date of birth and Eagle ID, then click “continue”.
4. Fill in all of the necessary information (most of the information will be displayed automatically). Be sure to check both boxes on the enrollment form. In the section that asks for your "Permanent Address", please enter your local address in the USA, not your home country.
5. Check the accuracy of your information, including the e-mail address and phone number
6. Type your name in the “signature” field, and click “submit”. You don’t need to pay for the insurance on this website because the fee will be paid with your tuition. Now, you have completed the enrollment form!

**Please Note:**

- If the website asks you to pay for the insurance, you might have made a mistake on step two. You need to click on "Enrollment Form" to enroll, not "Voluntary Enrollment” or "Enroll Online Now!"
- If you miss the enrollment deadline, you can call Health Service for help (The deadline is available on the Health Services’ website: [http://auxiliary.georgiasouthern.edu/healthservices/insurance/](http://auxiliary.georgiasouthern.edu/healthservices/insurance/))
- All students that haven’t enrolled in or waived out of the United Healthcare insurance plan before the deadline will be automatically enrolled.

**Create insurance online account**

You may print your insurance card with the United Healthcare insurance plan or look around your insurance status online. It is easy to create your online account by following these steps:

1. Use the link below to enter the United Healthcare website.
   [https://www.uhcsr.com/](https://www.uhcsr.com/)
2. Click on "Create your Online Account Now" on the top right hand of the page.
3. Fill in all of the necessary information. **Make sure that you use your Georgia Southern e-mail address.** Your User Name can be up to 30 alpha-numeric characters, and your Password must be at least 6 characters in length and contain at least one (1) number. You will use this User Name and Password to log into the site during future visits, so please be sure to record them.

**Print insurance ID card**

You will need to have a copy of your insurance card when you need medical care. It is easy to get it by following these steps:

1. Use the following link to enter the United Healthcare website: [https://www.uhcsr.com/](https://www.uhcsr.com/)
2. Click on "Login To My Account" in the top right hand corner of the page.
3. Type in your Username and Password.
4. Click on the "ID Card Information" in the left hand of the page.
5. Click on "View/Print ID Card" in the middle of the page. Now you get your temporary insurance card.
6. If you need the hard copy of the card, you may click on "Request Permanent ID Card" in the left hand of the page. You will receive the hard copy of the card in the mail shortly thereafter.

**Waiver procedure**

Students may request a waiver if they already have comparable health insurance and elect not to purchase the United Healthcare insurance plan. Health Services will accept and bill the insurance plans listed on the website [http://auxiliary.georgiasouthern.edu/healthservices/accepted-insurance-plans/](http://auxiliary.georgiasouthern.edu/healthservices/accepted-insurance-plans/).

Here are the steps to complete your waiver:

1. Use this link below to waive out of the United Healthcare insurance plan each semester. [https://studentcenter.uhcsr.com/georgiasouthern](https://studentcenter.uhcsr.com/georgiasouthern)
2. Click on "2014-2015 Georgia Southern International Waiver" in the center of the page to waive out.
3. On the next page, fill in your Date of Birth and GSU Student ID and click “Continue”.
4. Fill in all of the necessary information and submit the request in the next page. Now, you have completed the waiver form.

**Please Note:**

- You will be notified via e-mail if your waiver has been denied. If your waiver has been approved, you will receive a credit on your student account in 7 days.
- If you feel that your waiver has been denied in error, please contact one of the individuals listed below for assistance.
Figure 1 is NOT a BILL! It is a notification from the insurance company for telling you how much they pay to the doctor, lab or hospital. It is named to EOB (Explanation of Benefits). You will get a

Here is the explanation of the EOB:

1. Services: The medical services performed in the lab, hospital or doctor’s office.
2. Dates of Services From To: The date medical services were performed.
3. Amount Claimed: The charge determined by the lab/ hospital/ doctor for the services that were performed.
4. Discount: The discount of the medical fee.
5. Total Covered: The amount allowed to be billed to the insurance company.
6. **Policy Deductible:** The amount that you must pay before the insurance company pay. This fee you pay once in one semester.
7. Total Benefits: The amount that the **insurance company** will pay to the lab/ hospital/ doctor.
8. **Patient Balance:** The medical fee you will pay in the following bill. (The bill from your doctor, lab or hospital will be mailed in the following days.)

**Please Note:**

- The insurance fee will be paid with your tuition each semester. In fall, the coverage dates are Aug. 1st to Dec. 31st; in spring and summer, the coverage dates are Jan. 1st to Jul. 31st.
- Insurance coverage is 100% for services at Health Services, 80% for services in Georgia, and 50% for services in other states or countries.
- Insurance coverage doesn’t include eye and dental care. Students may go to Health Services for assistance.
Making Appointments for the services of Health Services

General Appointment (Health Services)

Here are the steps to making appointments in Health Services:

1. Go to Health Services.
2. Go to the Appointment Office located in Room #1012.
3. Sign your name on the board outside of the Appointment Office and have a seat.
4. Make an appointment with the Appointment Nurse when she calls you.

Please Note:

• Student patients using the Health Center after 4:30 p.m. who do not require immediate attention will be given an appointment for next day care.

Online Appointment (Eagle OSH)

Here are the steps to making appointments online:

1. Go to my.georgiasouthern.edu
2. Log in to your account.
3. Click on Eagle OSH (Health Center Online) on the left side of the screen.
4. Click on New Appointment on the left side of the screen.
5. Enter the requested information then follow the prompts in order to schedule your appointment.
6. Once you have scheduled an appointment, please fill out the medical history form (link is near the top left of the screen).

Please Note:

• If you need to schedule an appointment, but you can’t find the appointment reason listed or are having other difficulties, call the Appointment Office at (912)478-5484.
• If no appointments are listed for the date that you selected, you will have to choose another date.
• If a student presents with a condition that needs immediate attention, they will be seen without an appointment. This includes active bleeding, acute abdomen/pelvic pain, burn, chest pain, deformed ortho injury, difficulty breathing or difficulty handling oral secretions, drug reaction, testicular pain, eye pain, fainting/vertigo reported, urinary tract infection, Fever 100 or more, grossly abnormal vital signs, headache with neck stiffness, head injury/trauma, blood borne pathogen exposure (ex. needlestick), panic attack, persistent vomiting/ repeated vomiting, psychological patient with flat affect/ suicide verbalization, acute or recent visual change, swollen extremity, and sexual assault.
Points for attention after appointment

Once your appointment is scheduled it is important that you:

1. Arrive 10 to 15 minutes prior to complete the check-in process. Students arriving late for their appointment will be required to schedule another appointment.
2. Always visit the check-in area first (Women's Health uses lobby 2 waiting room reception desk) and sign your name on the sign-in sheet.
3. If you can’t make your appointment, make sure to cancel the appointment using Eagle OSH or by calling the Appointment Office at (912)478-5484.

Ambulation

For occasions when the student is having trouble walking due to an injury or other illnesses that prohibit safe ambulation, have them call (912)478-5484 or (912)478-5641 when they arrive at the arm gate on the connector road for the code.

Parking

- Directions coming from Akins Blvd
  
  Take Akins Blvd to Forest Dr. Turn right on Forest Dr. Go to the Stop sign and turn right onto Plant Dr. At the first entrance on the Connector Rd. turn in. Go to the first entrance on the left. There will be a small white sign that says Health Services & Counseling Center parking, turn in there.

- Directions coming from Chandler Rd
  
  Take Chandler Rd to Plant Dr. Turn right onto Plant Dr. Go to the second entrance on the Connector Road and turn in. Go to the first entrance on the left. There will be a small white sign that says Health Services & Counseling Center parking, turn in there.
Contact Us

If you have any questions, feel free to contact Tammy Howard, Felicia Lewis or Kristie Hendrix at Health Services.

- Tammy Howard (Business Manager)
  (912)478-7393
  thoward@georgiasouthern.edu
  Office hour: Mon. – Fri. 8 am - 5 pm

- Felicia Lewis (Administrative Specialist- Student Insurance)
  (912)478-0140
  flewis@georgiasouthern.edu
  Office hour: Mon. – Fri. 8 am - 5 pm

- Kristie Hendrix (Nurse- Patient Support Services)
  (912)478-7162
  khendrix@georgiasouthern.edu
  Office hour: Mon. - Thu. 9 am - 4 pm; Fri. 9:30 am -3:30 pm