

Frequently Asked Questions (FAQs)

Q: How long am I covered?

A: The plan covers you for the period of international travel required by your academic institution and for which you are participating. Travel necessary for the program, including a certain number of days before and after your official dates of study, may be included. Check the specifics of your policy.

Q: What if I lose my ID card?

A: Please contact your program administrator to request a copy of your ID card. If you have an emergency, please proceed to the nearest facility for treatment and call the UnitedHealthcare Global Emergency Response Center at +1-410-453-6330. A copy of your ID card is on file internally and can be accessed by the Emergency Response Center. Please identify yourself as a faculty/staff member or student from and the name of the college/university to which you are associated.

Q: What is covered by the plan?

A: Reasonable expenses, as the result of an accident or sickness, for medically necessary physician office visits, inpatient hospital services, physician and hospital outpatient services, emergency hospital services, and medical evacuation and repatriation. Additional benefits may be available for AD&D and non-medical evacuations due to security or natural disaster occurrences. Check the details of your policy for specific coverage maximums as well as any applicable limitations or exclusions. Please note that evacuation services must be approved and coordinated by UnitedHealthcare Global.

Q: How do I find a covered provider/make an appointment?

A: Contact UnitedHealthcare Global's Emergency Response Center to schedule an appointment for you and arrange for direct payment to one of their doctors. The UnitedHealthcare Global Emergency Response Center is available 24/7 by phone at +1-410-453- 6330 or e-mail at assistance@uhcglobal.com to assist you with everything from routine requests to medical emergencies.

If you make your own appointment, contact the Emergency Response Center at least 24 hours prior to your appointment so UnitedHealthcare Global can provide the doctor's office with a "guarantee of payment" (if possible). In many countries providers require this at the time of the visit. If this is not arranged prior to the visit, the doctor may require payment up front from you.

Q: What if I need a follow-up appointment?

A: If the physician recommends a follow-up consultation, please provide this information to the UnitedHealthcare Global Emergency Response Center in order to coordinate this appointment and arrange payment. To request these services, contact the Emergency Response Center by phone at +1-410-453-6330 or e-mail at assistance@uhcglobal.com.

Q: What should I do in the event of a medical emergency?

A: Go immediately to the nearest physician or hospital and then contact UnitedHealthcare Global's Emergency Response Center by phone at +1-410-453.6330 or e-mail at assistance@uhcglobal.com. UnitedHealthcare Global coordinates emergency services with the coordination of our clinical team and a worldwide network of Physician Advisors. UnitedHealthcare Global members in need of life-saving medical intervention are treated in Centers of Excellence around the world.

Q: How will I get my membership ID card?

A: Your school administrator will supply you with a PDF of your ID Card.

  <p>Client Name: University of Nebraska Faculty and Staff</p> <p>UHCG ID#: 902525657</p> <p>Notice to Physicians/Hospitals: Call immediately for benefits verification and procedures – completed claim form required.</p> <p>Call 24 hours a day (multilingual). If you don't have access to a phone, email for assistance: assistance@uhcglobal.com</p> <p><small>Underwritten by U.S. Fire Insurance Company / Claims administered by Co-ordinated Benefit Plans, LLC. Please refer to your policy document for coverage and terms.</small></p>	<p>UnitedHealthcare Global Emergency Response Center 24 hours a day, 7 days a week, 365 days a year</p> <p>*****</p> <p>United States +1.410.453.6330 Assistance@uhcglobal.com 1.800.527.0218 (toll free within U.S. & Canada)</p> <p><small>If the condition is an emergency, you should immediately call local emergency services or go to the nearest physician or hospital without delay. Then contact the 24-hour Emergency Response Center. If you have a travel problem, simply call or email for assistance. Carrier charges may be incurred. The Emergency Response Center can obtain a call back number to minimize telecom charges to you.</small></p> <p><small>A multilingual case manager will ask for your name, your organization's name, the number shown on the front of your ID card, and a description of the situation. We will immediately begin assisting you.</small></p>
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Q: How do you extend my medical insurance coverage beyond my program date?

A: If you would like to extend your trip for personal reasons, you may do so by calling our enrollment center at 1-800-732-5309, or logging in to the Intelligence Center to purchase coverage. Please note that extending coverage must occur prior to you departing on your trip.

Q: How do I file a claim?

A: Download and complete the claim form that can be found in the Documents section of the UnitedHealthcare Global Intelligence Center. Include all paid receipts with the completed claim form and mail to the address on the claim form.