

STUDY ABROAD INTERNATIONAL HEALTH INSURANCE (UHCSR)

Manager

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Insurance Specialist

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Enrollment Information

SUNY requires that all students, faculty , and staff traveling abroad be adequately insured.

Study Abroad Office provides a list of participants.

Student Health Insurance office enrolls students and bills the student account.

Faculty/Staff enroll via electronic form - [Enrollment form](#)

Most international students covered by the United Health Care Student Resources (UHCSR) insurance have already met the SUNY requirements for studying abroad.

You will receive an email from notifications@uhcsr.com that an ID card is available for you. **Contact our office prior to your departure if you do not receive the email.**

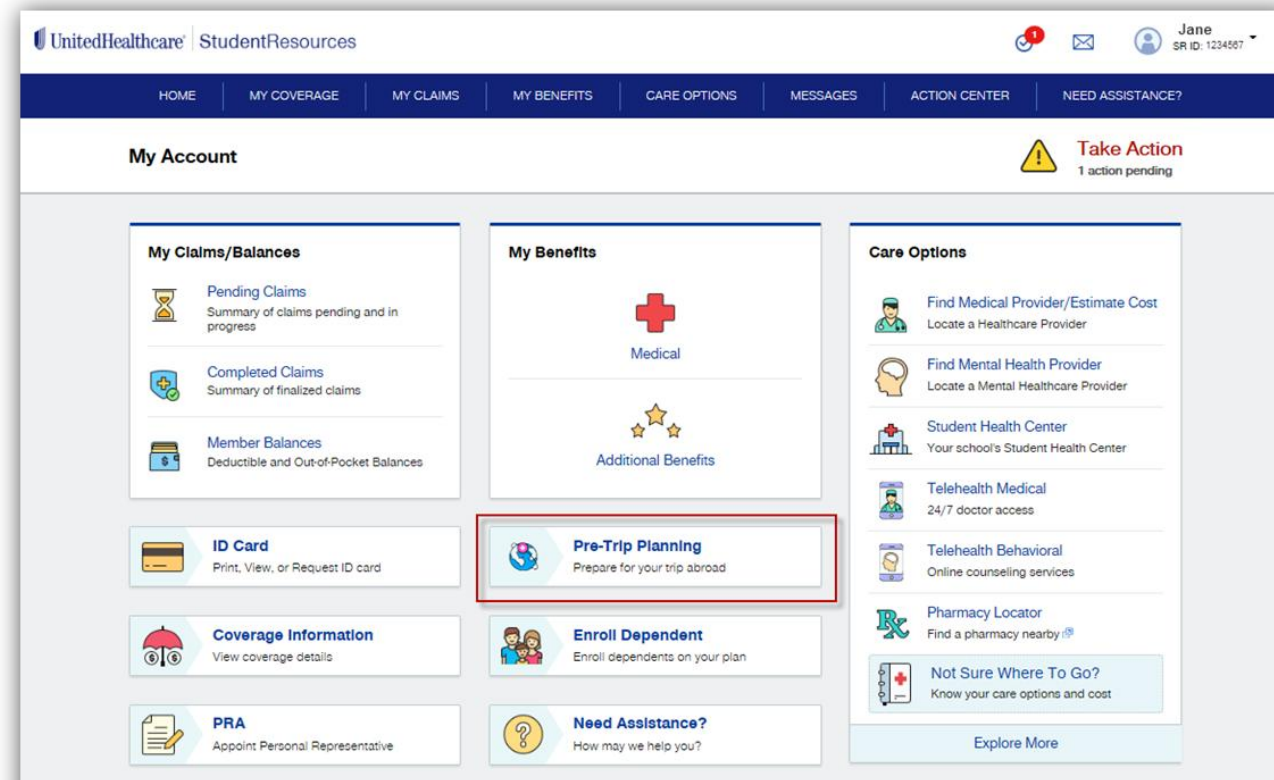
UHCSR Plan Benefits

- Preventative Care
- Primary Care Office Visits
- Urgent Care Visits
- Emergency Care
- Inpatient/Outpatient Hospital Care
- Mental Health Services
- Required Immunizations
- Prescription Drugs
- Labs and Imaging
- Ambulance
- Maternity and Nursery Care for a Covered Pregnancy
- Medical, Political, Natural Disaster Evacuation & Repatriation
- **The plan DOES NOT include preventative vision or dental coverage**

\$0 copay/\$0 coinsurance

Set up your UHCSR Account!

Follow the instructions in the email you receive
from notifications@uhcsr.com.



Telehealth Services- Mental & Physical



Process: member visits the *HealthiestYou* app and completes a questionnaire. Member provides their UHCSR insurance information from UHCSR ID card, emergency contacts and their goals for the service. The questionnaire will also ask for counselor preferences (gender, specialty, etc.) to ensure member is matched with a practitioner that can help meet their goals

Within 24 hours after completing the questionnaire, the member will be contacted by a counselor to schedule an appointment and decide on a communication method that best suits their needs

UHC Global Contact Information

It is essential to always carry a copy of your card with you.

Attached is your new UnitedHealthcare ID card. The ID card contains important phone numbers and claim filing instructions.

 UnitedHealthcare Student Resources	2025-26 Academic Year
Insured: SR ID #: _____ Policy # (80840): 2025-203422-43 Plan Name: University at Buffalo - Int'l Student and Scholar	
Members: Customer Service 1-888-714-6544 Providers: Customer Service 1-888-224-4875	
Optum Rx DED IND/FAM _____ OOPM IND/FAM _____ Rx Bin: 610279 INN: N/A _____ INN:\$7350/14700 Rx PCN: 9999 OON: N/A _____ OON:\$14700/28400 Rx Group: UHCSTRC01	
FULLY INSURED	
 UnitedHealthcare Options PPO	
ID5:25S	Underwritten by UnitedHealthcare Insurance Company of New York

<h3>Travel Assistance Services</h3> <p>Insured: SR ID #: _____ Policy #: 2025-203422-43 Plan Name: University at Buffalo - Int'l Student and Scholar</p> <p>If you require medical assistance and are more than 100 miles from your permanent residence, campus or are travelling/studying abroad, call UnitedHealthcare Global at:</p> <p>1-844-249-0748 (toll-free) or 1-410-453-6330 or email: help@assistance.uhcglobal.com Reference ID Number: 902490431</p>

<h3>CLAIMS INSTRUCTIONS</h3> <p>Submit claims to the company within 90 days or as required by state law after the date of service. Mail all medical bills along with the insured student's name, patient's name, SR ID number, address, and plan name to the address listed below.</p> <p>Send claims to: Student Resources, PO Box 809025, Dallas, TX 75380-9025. EDI Payer ID: 74227 www.UHCprovider.com</p> <p>For Hospital pre-admission notification call UnitedHealthcare at 1-877-295-0720.</p> <h3>NOTICE TO ALL HEALTHCARE PROVIDERS</h3> <p>This card is not a guarantee of coverage. For information concerning coverage, co-payment and claims instructions, please call Customer Service at the number listed on the front of this card.</p> <p>25-ID5 www.uhcsr.com</p>

Locating Providers Abroad

- Call +1- 410-453-6330 or email assistance@uhcglobal.com .
In the US call 844-249-0748 .
- UHC will advise of nearest provider that meets their standard of care.

When available, UHC Global will direct pay providers

- UHC will call provider and pre-pay them for your visit.
- Show your insurance ID card to any Provider's offices that you visit, as well as pharmacies, labs, etc.

In some cases, direct pay is not possible

Travel Abroad Claims Submissions:

If payment is not arranged at the time of service via UHC Global, the student may email all claim information to UHCSR at SI.DRG@uhcsr.com *(a claim form is not needed to submit a claim, but UHCSR needs the student's SRID number from their insurance card)*

Please remember when submitting a claim:

- Member **must** include proof of payment for reimbursement.
- If payment was made by check, a copy of the front and back of the cancelled check needs to be included.
- For all credit card payments, the credit card statement showing the cardholder's full name, institution name and payment information for each date of service is required.
- If payment was made with an ATM or Debit card, the bank statement showing the accountholder's full name, institution name and payment information for each date of service is required. UHCSR will call the provider of services to verify all cash **payments**.

Optional Supplemental Trip Cancellation/Interruption Policy Benefits

- Trip Cancellation
- Trip Interruption
- Trip Delay
- Lost or Delayed Baggage
- Legal Referral
- Translation Services
- Passport/Visa Retrieval
- RX Drug/Eyeglass Replacement
- ID Theft Resolution
- Concierge Services

<https://www.travelinsured.com/agency/>

Questions or Concerns?

Student Health Insurance Office:

1Capen Hall, North Campus

Office hours: 8:30am-4:30pm

Telephone: (716) 645-3036

Email: askshi@buffalo.edu

Website: www.buffalo.edu/studentlife/insurance