

UC SHIP FAQs FOR CAMPUS CLOSURE DURING COVID-19 PANDEMIC

- 1) How do I access services at my Student Health or Counseling center if I remain on campus or in the area?

Please check the Student Health Services or Counseling and Psychological Services center websites for your campus to see what services are available on-site or remotely during this time.

- 2) How do I use UC SHIP insurance to see community providers, urgent care, emergency rooms, or facilities near my campus or near my permanent residence?

Check out this [how to use UC SHIP video](#).

As a member of UC SHIP you have access to Anthem's worldwide network of providers, urgent care facilities, and hospitals. Unless it is an emergency (in which case you should go to your nearest emergency room) you should contact your campus student health center's UC SHIP office by phone to obtain a referral and guidance on how to find an Anthem network provider in the area where you are residing. You can also locate a network provider in any state on the Anthem website <https://www.anthem.com/ca/find-doctor/>, by following the navigational steps below:

1. Choose to search as a guest or by entering your Anthem member ID
2. Under What type of care are you searching for? select Medical
3. Under What state do you want to search in, select California
4. Under What type of plan do you want to search with? select Medical (Student Health)
5. Under Select a plan/network, select "UCSHIP PPO" and click Continue
6. On the following page, please select the details of provider specialty or provider type such as an urgent care, hospital or other types of providers) and location for which you would like to search.

- 3) How do I get a copy of my medical ID card?

Download the [StudentHealth app](#) flier for instructions on how to get your medical ID card. You will need to show your Anthem Blue Cross (Anthem) ID card when you get care or prescriptions outside of the SHC. Go to the App Store or to Google play to download the StudentHealth app.

- 4) Can I use my UC SHIP at other UCs?

The student health center (SHC) at each University of California campus gladly offers reciprocal access to currently registered students from all other UC campuses under the same conditions that apply to its own students. If you visit an SHC at

another campus, you may need to pay out of pocket and be reimbursed for any services you receive. Please check the Student Health Services (SHS) or Counseling and Psychological Services (CAPS) website of the UC campus you plan to visit for more information about fees and filing claims to UC SHIP. You should call the SHS or CAPS center first to see what services are available on-site or remotely during this time.

- 5) How do I access telemedicine or tele-behavioral health services that are covered by UC SHIP?
- A) Tele-medicine and tele-behavioral health services may be available at your home campus SHS or CAPS centers. Please check the Student Health Services or Counseling and Psychological Services center websites for your campus to see what tele-services are available during this time.
- B) You may also access Anthem's tele-medicine and tele-behavioral services known as **LiveHealth Online (LHO)**. LHO allows to video chat with board certified doctors, counselors and psychiatrists for conditions such as:
- Rashes, minor cuts and scrapes
 - Stress, anxiety and other mental health concerns
 - Coughs, colds, and other symptoms associated with mild respiratory infections
 - And much more

The cost for UC SHIP enrolled students are typically the same or less than an office visit copayment. Visit <https://www.livehealthonline.com> for more information and to sign up.

- 6) How do I get prescription refills at my SHS pharmacy?

Your student health center pharmacy can provide up to a 60 or 90-day supply of medications as long as your prescription is not expired and your UC SHIP coverage is active. Please check your SHS website and then call your SHS campus pharmacy to inquire about how to refill your medications.

- 7) How do I get prescription refills at another UC campus SHS pharmacy if it is closer to my home?

Please check the SHS website of the campus that is near your home and then call that SHS campus pharmacy to inquire if they are able to refill your medications for you. You should be ready to provide the name of your home campus, your SHIP ID number, and information on the prescriptions you need to have refilled. Co-pay

amounts may vary from those you typically pay at your home campus SHS pharmacy.

8) How do I/can I have my prescriptions filled at retail pharmacies near my home?

OptumRx administers the pharmacy benefit for UC SHIP and has a nationwide network of retail pharmacies like CVS or Walgreens. Contact your local pharmacy with your prescription and your Anthem medical ID card to see if they are able to refill your medications for you. Retail pharmacies are able to refill prescriptions with a 30-day supply of medications. Co-pays may vary from those you typically pay at your campus SHS pharmacy.