**United Health Care Student Resources FAQ**

**Why do I not have dental and vision insurance as well?**UHCSR does not include dental and vision insurance. If this is something that you want, you would need to purchase this on the UHCSR website.

**Do I have to pay anything at the time of my service?**It depends. There is a $5 copay for each labs that are done at the time of your visit, and you may have to pay a $5 copay for each medications. Any medication that you get over the counter will have to be paid for out of pocket. Once we file your visit with insurance, if there is anything remaining it will be put on your student account where you can pay the remining balance.

* Labs that you request just because and are not for a medical condition, UHSCR does not usually cover those and will have to be paid for out of pocket.

**When will my insurance be available?**There is an email that is sent to your @shockers.wichita.edu email and this gives you the option to accept the insurance or waive it.

* If you accept it, your insurance will be available to you within 24-48 hours
* If you ignore the email, you will not be available for 4 weeks
* If you want to waive the insurance, follow the steps provided in the email. ECI will email you and let you know whether your waiver was approved or denied.

**Will I get an insurance card mailed to me?**No. Your insurance will be available in the UHCSR online portal. When you first log in to the portal you will have to “Create Account”. Through that portal you will be able to print your card, or you can request to have it mailed to you. This can be done under the “ID Card” section on the homepage. For additional directions on insurance cards, use the QR code below.

**Who do I contact if I have more questions?**Your first call should be to call UHCSR customer service. The customer service number is 1-800-767-0700. If you still have questions after talking with UHCSR, you may call Student Health Services at 316-978-4792 and ask for Kim Vermillion or email: [kimberly.vermillion@wichita.edu](mailto:kimberly.vermillion@wichita.edu).

