

When You Have Questions About Aetna Student Health Insurance

CALL: Aetna Student Health

(800) 897-7042

For questions about:

- Insurance Benefits
- Claims Processing
- Pre-Certification Requirements

Lost your ID card? Call Aetna Student Health at (800) 897-7042.

- ID Cards – You will receive your ID card within 10-14 days after enrolling in the plan. The card will be mailed to the address in the system. Cards are not mailed to an international address. If you had an international address when enrolling, call (800) 897-7042 to provide your U.S. address.
- Provider listings – For a complete list of providers, check Aetna’s DocFind® Service on the Aetna Student Health web site.

Reminder for students: Visits to the University Health Service (UHS) and the University Counseling Center (UCC) are covered by the mandatory health fee that is paid by all full-time students. For information about UHS and UCC (i.e., locations and hours, scheduling appointments, services for students, health care providers, and more), check the UHS and UCC web sites at www.rochester.edu/uhs and www.rochester.edu/ucc.)

CALL: Aetna Pharmacy Management

(800) 238-6279

For questions about:

(Available 24 hours)

- Status of pharmacy claim
- Pharmacy claim forms
- Excluded drugs & pre-authorization

CALL: On Call International

(866) 525-1956

For questions about:

On Call International **24/7** Emergency Travel Assistance Services

If you are outside the U.S., call collect by dialing the U.S. access code plus **(603) 328-1956**. You can also visit the University of Rochester page on the Aetna Student Health web site.

CALL: UHS Insurance Advisor

(585) 275-2637

For questions about:

- Enrollment / waiver process
- Referrals

You can also send your questions by e-mail to insurance@uhs.rochester.edu.

CHECK THE WEB SITE: www.aetnastudenthealth.com

- At the top of the screen in the “Find Your School” box, click on University of Rochester to access the University of Rochester page on the Aetna Student Health web site. – **OR** –
- Start on the UHS web site (www.rochester.edu/uhs). Click on “For 2010-2011” in the pink box to go directly to the University of Rochester page on Aetna Student Health web site.

Click on: “Medical Plan: Enroll/Waive” to access:

- “View Plan Details” – For full plan description, benefits, and exclusions.
- Chart with insurance fees (\$1,560) for 9/1/10-8/31/11.
- Link to “Enroll or Waive: Student Health Insurance Plan”

Links in left column offer info about the insurance plan & related products.