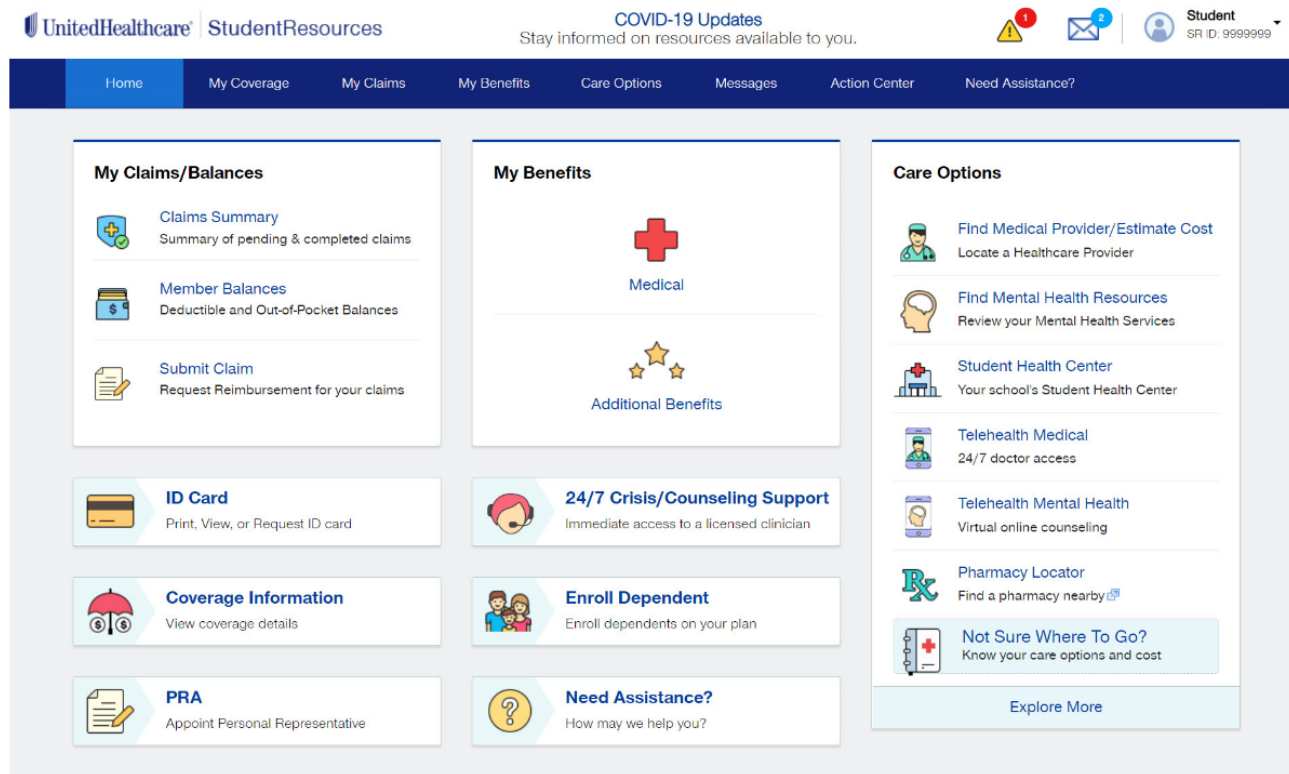


# Submit Your Prescription Claim Online at [UHCSR.com/MyAccount](https://UHCSR.com/MyAccount)



The screenshot shows the UHCSR StudentResources dashboard. At the top, there's a navigation bar with links: Home, My Coverage, My Claims, My Benefits, Care Options, Messages, Action Center, and Need Assistance?. Below this, the dashboard is divided into several sections. On the left, under 'My Claims/Balances', there are links for 'Claims Summary', 'Member Balances', and 'Submit Claim'. In the center, under 'My Benefits', there are links for 'Medical' and 'Additional Benefits'. On the right, under 'Care Options', there are links for 'Find Medical Provider/Estimate Cost', 'Find Mental Health Resources', 'Student Health Center', 'Telehealth Medical', 'Telehealth Mental Health', 'Pharmacy Locator', and 'Not Sure Where To Go?'. At the bottom, there are links for 'ID Card', '24/7 Crisis/Counseling Support', 'Coverage Information', 'Enroll Dependent', 'PRA', and 'Need Assistance?'. The dashboard also features a 'COVID-19 Updates' section and a user profile section at the top right.

**First**, go to:  
**[www.UHCSR.com](https://www.UHCSR.com)** and log into My Account. Select **“Submit Claim”** from the My Account dashboard.

From the Claims Submission tab select **“Submit Claim”** to open the online form.

**Next**, **select** the claim type: Prescription, Medical, Foreign or COVID At Home Test.

**Complete** the requested information and upload applicable documents, receipts, etc.

**Submit** the form.

**After**, the claim has been submitted it will be **reviewed**. If additional information is needed you will receive an email from UHCSR.

Once the claim has been processed **access** the “Claims Summary” tab to **view** the final details.

# Q & A

## **1. How long will it take to be reimbursed for my prescription claim?**

**A:** If all documentation is received and we have your correct address on file, the reimbursement process is approximately 30 days.

## **2. What documentation is needed to file my prescription claim?**

**A:** To file a prescription claim, you will need to submit a copy of the prescription label showing the patient name, prescribing doctor's name, drug name, date dispensed, quantity and purchase price for each prescription as well as proof of payment.

If you do not have a pharmacy receipt, ask your pharmacy to provide one for you.

## **3. What is valid proof of payment?**

**A:** All member reimbursement requires valid proof of payment. For payments made by check, the front and back of the cancelled check processed by the bank is required. Credit, debit, and mobile payment services require the financial institution statement showing the institution's name, cardholder information and the payee and payment information for each date of service.

## **4. How will I receive my reimbursement?**

**A:** Payment will come by check via the USPS mail service. To ensure proper and timely delivery, please make sure we have your correct mailing address when submitting your claim to prevent any delays.

## **5. Is there an expiration on prescription reimbursement claims? Or is there a limitation on when claims must be submitted?**

**A:** Timely filing guideline is 90 days from the date of service, or as soon thereafter as is reasonably possible.

## **6. Why can't I get financial assistance for my prescription expenses?**

**A:** Although your medical plan includes prescription reimbursement benefits, they are not managed by a Pharmacy Benefit Manager (PBM). Many prescription financial assistance programs are run through PBM's; therefore, those financial assistance programs would not be available for students covered under the plan.

Students may find discount programs online which could provide additional savings at the point-of-sale.

## **7. What happens if a claim is denied for incomplete information? How will members be notified?**

**A:** If a claim is denied you will receive an explanation of benefits (EOB) and notification via My Account. The EOB will provide an explanation of why the claim was denied. If the claim was denied due to incomplete documentation, you will have 12 months from the rejection date or date of denial to resubmit the complete details.

## **8. Can the reimbursement processing/check mailing be tracked in the portal?**

**A:** A claims status is available in My Account and EOB's are accessible once the claim has been processed.

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