Pharmacy user guide
2022-2023 | University of Utah

Fast, easy and secure. The UnitedHealthcare website gives you the information you need to make the most of your pharmacy benefit.
Benefits

• Prescription benefits are 90% of billed charges and are not subject to the deductible.

• Prescriptions for Diabetes and Contraceptives benefits are 100% of billed charges.

• Truvada and Generic Truvada for PREP benefits are 100% of billed charges after approval.
Claim submission

The student must submit the claim for reimbursement within 90 days of the prescription fill date. There is no limit to the amount that can be reimbursed. Submit your prescription claim online at UHCSR.com/MyAccount.

First, go to:
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.
Requirements

The only documentation required is the prescription receipt and the register receipt. We do not need copies of bank statements or cleared checks for proof of payment. If the student threw away the prescription receipt, we will also accept the prescription label or a prescription ledger from the pharmacy. The register receipt must match the information on the label or ledger for reimbursement.

Cash register receipt

Prescription receipt

If there is a problem with information on the claim submission, a letter is mailed to the student advising what information is missing for processing. This information can be accessed through the student’s MyAccount, unless they have requested to receive it by mail only.
PREP Rx Reimbursement journey

Student is seen by the SHC physician requesting a prescription for PREP.

The physician writes a prescription for Truvada or Generic Truvada for PREP.

The SHC submits documentation and receives approval for PREP from UHCSR.

Student takes the prescription to their pharmacy to be filled. When Student picks up their prescription, they would pay the full amount upfront.

Student takes a clear picture of the prescription receipt and the cash register receipt.

Student logs onto www.uhcsr.com/MyAccount and uses the "Submit Claim" option. They upload images of the prescription receipt, register receipt and complete the form.

Student receives check in the mail and deposits the check into their account for reimbursement¹.
Sickness Rx Reimbursement journey

1. Student is seen by their physician for a diagnosis.
2. The physician writes a prescription for that diagnosis.
3. Student takes the prescription to their pharmacy to be filled. When Student picks up their prescription, they would pay the full amount upfront.
4. Student takes a clear picture of the prescription receipt and the cash register receipt.
5. Student logs onto www.uhcsr.com/MyAccount. Student uses the "Submit Claim" feature through My Account to upload the images of the prescription receipt and register receipt, complete the form and submit a claim.
6. Student receives check in the mail and deposits the check into their account for reimbursement.

Visit our website, UHCSR.com/MyAccount, to access your pharmacy benefits online.

1 electronic funds deposits are not available at this time.

This plan is underwritten by UnitedHealthcare Insurance Company and is based on policy 2023-2310-1. For further details of the coverage include costs, benefits, exclusions, any reductions or limitations and the terms under which the coverage may be continued in force, please refer to www.uhcsr.com.

UnitedHealthcare Student Resources does not discriminate on the basis of race, color, national origin, sex, age or disability in health programs and activities.

ATTENTION: Language assistance services, free of charge, are available to you. Please call 1-866-260-2723.


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