



# INDIANA STATE UNIVERSITY STUDENT INSURANCE PROGRAM 2011–2012

[www.myisuinsurance.com](http://www.myisuinsurance.com)

**Hello, and welcome to the Student Insurance Program selected by your school, which is administered by AIP Student Insurance. This letter contains important information pertaining to your insurance program, and how you may maximize the benefits you receive from the program.**

## Important Phone Numbers

**AIP International (for Questions and Assistance)**

**800-452-5772**

(office hours 7:00 am to 7:00 pm Central Time)

**Administrative Concepts** (for Claim issues)

**888-293-9229**

(office hours 7:00 am to 5:00 pm Central Time)

**Travel Assistance Services from US & Canada**

**800-850-4556**

**Travel Assistance Services outside US & Canada**

**603-328-1713** (call collect)

**603-898-9159** (call collect)

**24-Hour Nurse Advice Line from US & Canada**

**800-850-4556**

**24-Hour Nurse Advice Line outside US & Canada**

**603-328-1713** (call collect)

## IMPORTANT INFORMATION - CHANGES TO PLAN FOR 2011-12!!!

1. Underwriting company has been changed to Companion Life Insurance Company.
2. Claim office has been changed to Administrative Concepts, Inc.
3. An option is now available for purchase which reduces the plan deductible to zero.

SAS-EX(ISU)11-12TH



**ASSOCIATED  
INSURANCE PLANS**  
INTERNATIONAL, INC.

Complete information available at:  
**800.452.5772** • [www.AIPStudentInsurance.com](http://www.AIPStudentInsurance.com)

## Prior Insurance Coverage — Very Important!

If you have been insured by another insurance company within the 63 days prior to enrolling in the student insurance plan, you will want to obtain a letter of certification from your prior insurance company, providing the name of the prior insurance company, your prior policy number and identification number, and the dates for which you were insured with this company. If you file an insurance claim against this student insurance policy, please include a copy of your letter of certification from your prior insurance company when you send your claim form and bills for medical expenses.

## When You Are In Need Of Medical Treatment—No Pre-Authorization Required

- 1. In a true emergency** where without immediate medical care, (a) you would place your health in significant jeopardy; (b) there would be serious impairment to bodily function; (c) serious dysfunction of any bodily organ or part; (d) you are in inadequately controlled pain; or if with respect to a pregnant woman, you are having contractions or there is a threat to the health or safety of your unborn child, **please seek immediate medical attention from the nearest hospital emergency room.**
- 2. In non-emergency situations, if you are enrolled in a plan with a Preferred Provider Network, you will want to obtain your medical treatment from a provider in the Network, which will result in a higher reimbursement.** If you are required to use a Preferred Provider, the name of the Network will be shown on your Identification Card as well as in the student insurance brochure.
- 3. Go to the AIP website, [www.myisuinsurance.com](http://www.myisuinsurance.com) and click on “Access Online Services”.** “Click” on Preferred Provider. The page will bring you to an option to Search for a Doctor or Hospital near you. You may search for a doctor, or a hospital/facility, or you may search by medical treatment specialty. You will insert your zip code anywhere in the United States, and a list of providers will come up. Please confirm with the doctor’s office or hospital that they remain contracted with the Preferred Provider Network when you make your appointment for medical service. **The name of the Preferred Provider Network, and any applicable co-payments due to the hospital emergency room or doctor’s office, are shown on your Identification Card.** (Many doctor’s offices will take your co-payment at the time of medical service. Most emergency rooms will not ask for the co-payment during your visit. The emergency room co-payment will be deducted from the reimbursement you receive from the Claim Office.)
- 4. You need to bring your Identification Card to present to your provider at the time of medical service.**

## How To Obtain My Prescription Medication

- 1. Your health insurance program provides a Prescription Drug Card through the Medco Pharmacy Network.** You will need to present your ID card to your pharmacist. Your ID card will show the applicable co-payment for generic, brand, or single source medications), **go to the nearest pharmacy to obtain your medication. You will be expected to pay the co-payment when you pick up your medication.** (You may download a temporary identification card to use until the permanent Identification Card is received at [www.myisuinsurance.com](http://www.myisuinsurance.com) and going to Online Services.
- 2. If you need to purchase medication prior to the company’s receipt of the list of insured students from the School, you will not be able to use the Drug Card.** Prior to receipt of the list of insured students, you will need to pay for the medication and submit the receipts along with a claim form to the claim office and you will be reimbursed. This prescription claim form is available at [www.myisuinsurance.com](http://www.myisuinsurance.com) through Online Services.

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- 2.** If you need to purchase medication prior to the company's receipt of the list of insured students from the School, you will not be able to use the Drug Card. Prior to receipt of the list of insured students, you will need to pay for the medication and submit the receipts along with a claim form to the claim office and you will be reimbursed. This prescription claim form is available at [www.myisuinsurance.com](http://www.myisuinsurance.com) through Online Services.

## Filing Your Medical Claim With Administrative Concepts, Inc.

- 1.** The hospital or doctor's office may send their bill for medical services directly to Administrative Concepts.
- 2.** If your provider does not agree to send the bill directly to the claim office for you, you will need to send it to Administrative Concepts yourself.
- 3. For every medical condition for which you wish to claim benefits, you MUST send Administrative Concepts a claim form, which you must complete in full.** This information will provide us with a description of your medical condition.
- 4.** You may obtain a claim form through the student insurance website, [www.myisuinsurance.com](http://www.myisuinsurance.com) and go to **"Access Online Services"**. You are able to download and print a copy of the claim form, or you may complete the online version of the form.
- 5.** If you do not use the online claim form which is emailed immediately to the claim office, **mail your claim form** (and medical bills if your provider did not already done so) **to Administrative Concepts, Inc., 994 Old Eagle School Road, Suite 1005, Wayne, PA 19087-1802.**
- 6. If you have had insurance coverage through another insurance company, or through your government, within 63 days of enrolling in the student insurance plan, please send your Letter of Certification along with your claim form and medical bills.**

## Checking The Status Of A Claim You Have Filed

- 1.** You may check the status of a claim you have filed online, by going to the website [www.myisuinsurance.com](http://www.myisuinsurance.com) and click on **"Access Online Services"** and going to Check Claims Online. You may set up your own secure account.
- 2.** You may call the claim office at 888-293-9229.
- 3.** You may email the claim office through [www.myisuinsurance.com](http://www.myisuinsurance.com) and going to **"Access Online Services"**.
- 4. You may call AIP International at 800-452-5772 at any time (between the hours of 8:00 am and 7:00 pm) for assistance, or email us through [www.myisuinsurance.com](http://www.myisuinsurance.com).**

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