



# SEEKING TREATMENT GUIDE

## Step One



### Virtual Doctor

#### PHONE OR APP

You are free to select any virtual doctor provider of your choice, pay for these services out of pocket, and then submit a claim to be reimbursed for the consultation and any prescribed medications.

For more details, please visit your Student Zone.

## Step Two



### Doctor Network

#### SEARCH TOOL

You need to visit providers that are part of the UnitedHealthcare Network (UHC), and **ALWAYS** show your ID Card at the time of treatment. You can search online at:

[UHC Network Search](#)

## Step Three



### Urgent Care/ Walk-in Clinic

#### BEST OPTION

Your best option for seeking in-person medical care is from a walk-in clinic or urgent care center. You will pay less out of pocket and they require no appointments.

## Step Four



### Emergency Room

#### REAL EMERGENCIES

**The Emergency Room (ER) is only to be used for real life-threatening emergency situations!**

You will pay more out of pocket, up to \$350 or more to go here!

## Step Five



### Claims Follow Up YOUR RESPONSIBILITY

It is your responsibility to make sure your claims are paid! Please complete a claim form and submit that to the claims team for each new condition you seek medical care for. Further details can be found in your Student Zone.



You can find more information and details about your insurance plan in your Student Zone, please refer to your Insurance ID card or welcome email for details on your specific Student Zone. You can also contact us directly with any questions: [info@EnvisageGlobalInsurance.com](mailto:info@EnvisageGlobalInsurance.com)