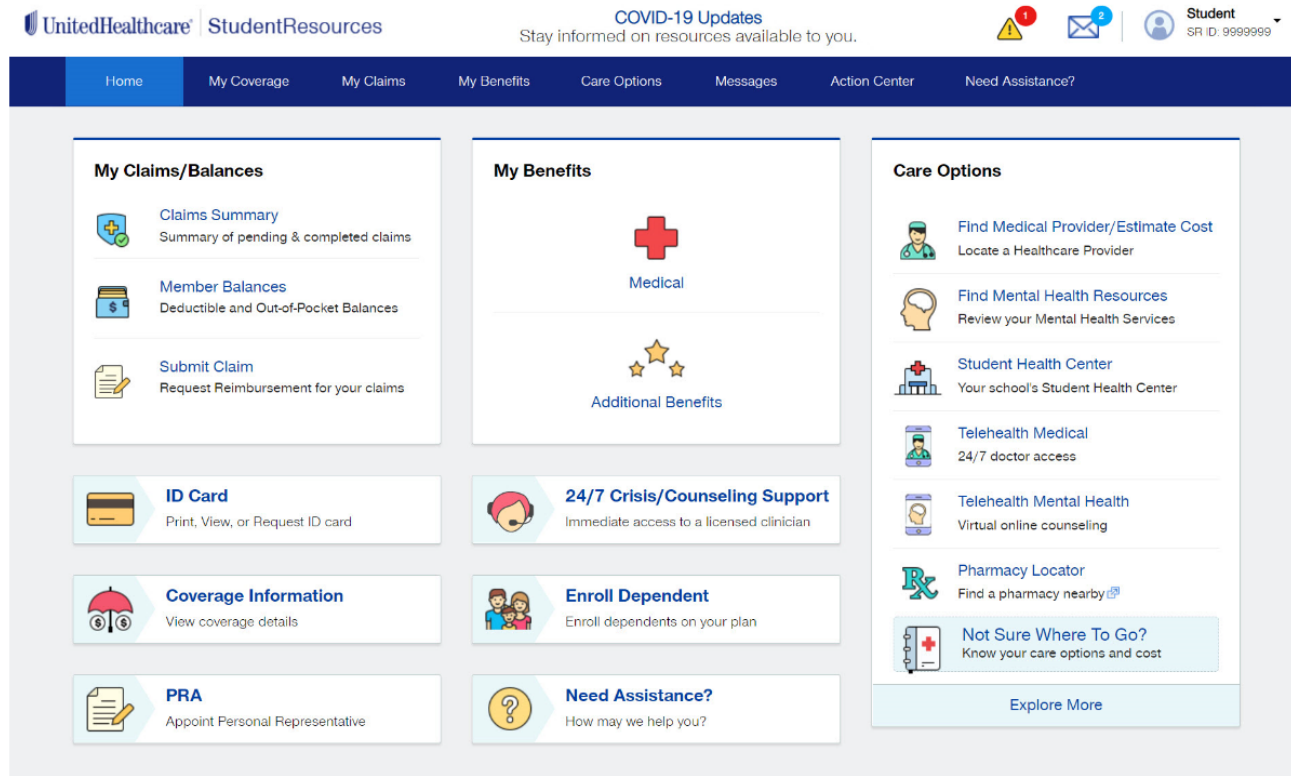


# Submit Your Prescription Claim Online at [UHCSR.com/MyAccount](https://UHCSR.com/MyAccount)



The screenshot shows the UHCSR StudentResources website dashboard. At the top, there is a navigation bar with the UnitedHealthcare logo, "StudentResources", and a "COVID-19 Updates" section. The main navigation menu includes Home, My Coverage, My Claims, My Benefits, Care Options, Messages, Action Center, and Need Assistance?. The dashboard is divided into several sections: "My Claims/Balances" with options for Claims Summary, Member Balances, and Submit Claim; "My Benefits" with Medical and Additional Benefits; "Care Options" with 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?; "ID Card"; "24/7 Crisis/Counseling Support"; "Coverage Information"; "Enroll Dependent"; "PRA"; and "Need Assistance?".

**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. Please provide the prescription receipt with the name and dosage of the prescription in question along with the cash register receipt for reimbursement.

## **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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ATENCIÓN: Usted tiene a su disposición servicios de asistencia en otros idiomas, sin cargo. Llame al 1-866-260-2723.

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