

**Dickinson College Student Health Services**  
**Student Health Insurance- Important Contact Information**  
**2010-2011**

Company	Claims	Patient Health Care Advocacy	Problems or Issues	Provider Network	Pharmacy Network
UnitedHealthcare Insurance Company  Dickinson College Policy # 2010-965-91	UnitedHealthcare StudentResources P.O. Box 809025 Dallas, TX 75380-9025 Customer Service: 1-800-505-4160  E-mail: <a href="mailto:www.customerservice@uhcsr.com">www.customerservice@uhcsr.com</a>  Website: <a href="http://www.firststudent.com">www.firststudent.com</a>  Claims forms: You should not need to submit any claim forms. The only exception would be if you do not have your card with you when you purchase health care services or medication and you want to be reimbursed. You can download a reimbursement claim form at <a href="http://www.firststudent.com">www.firststudent.com</a> .  For Claim issues or problems, please call customer service at 1-800-505-4160	Health Advocate  <a href="http://www.healthadvocate.com">www.healthadvocate.com</a>  866-695-8622  or  <a href="mailto:Answers@healthadvocate.com">Answers@healthadvocate.com</a>  <p style="text-align: center;"><b><u>NurseLine</u></b></p> <p style="text-align: center;"><b>24/7 Nurse advice when Health Center is closed</b></p> <p style="text-align: center;"><b>Toll Free #</b></p> <p style="text-align: center;"><b>(866) 409-1859</b></p>	RCM&D TEL: 800-346-4075 ext 1448  Lori Rupp - <a href="mailto:lrupp@rcmd.com">lrupp@rcmd.com</a> or <a href="mailto:studentinsurance@rcmd.com">studentinsurance@rcmd.com</a>	UnitedHealthcare Options PPO,  <a href="http://www.firststudent.com">www.firststudent.com</a>  To find a list of Health Care Providers in your area.	Medco  (You should have your permanent ID Card with you with your UnitedHealthcare ID number)  Medco Customer Service 1-877-417-7345  Formulary: <a href="http://www.firststudent.com">www.firststudent.com</a> To find a list of pharmacies in your area.

**Directions to Register or waive out:**

- 1) **All students received a letter in the mail in July explaining how to register or waive out of the insurance.** To complete the Enroll / Waive process, please go to the Student Accounts webpage at <http://www.dickinson.edu/departments/finops/studentaccounts.html> or go directly to [www.firststudent.com](http://www.firststudent.com), select your school, click on the Enroll / Waive insurance button and follow the directions.
- 2) **If you have any questions contact Lori Rupp at RCM&D at 800-346-4075 ext 1448 or [studentinsurance@rcmd.com](mailto:studentinsurance@rcmd.com)**