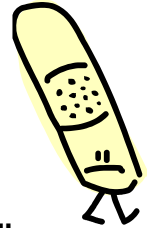


I don't feel well. Where should I go?



For non-emergency items, please contact Watkins Health Services:

Watkins Health Services
1200 Schwegler Drive
Lawrence, Kansas 66045
(785) 864-9500
Website: <http://www.studenthealth.ku.edu/>

*

Q: My situation is not life-threatening, but Watkins Health Services is closed. Where should I go?

Call Watkins Health Services 24/7 Nurse Helpline for advice
(785) 864-9583

Or

Login to your UHC account: www.uhcsr.com/ku

On the My Account page, in the box titled "Policy Information", you'll see a link called "Locate a Network Provider." This will take you to an online tool where you can search for a provider.

*

Q. Where do I go if I need emergency medical assistance?

In the case of a medical emergency, please call 911 for assistance.

For more information on insurance-related items, please contact the ISS:

Insurance Team – International Student Services
The University of Kansas
1450 Jayhawk Blvd., Strong Hall, Rm 2
Lawrence, KS 66045
Phone: 785.864.3617
issinsurance@ku.edu



I have a medical bill. What should I do?

Please ask yourself these questions:

1. Did you show the doctor's office your insurance identification card?

- You must show the doctor's office your identification card at the time you receive service. After you create an online account (<https://www.uhcsr.com/ku>), you can view and print your personal identification cards online.

2. Has the doctor's office sent your bill to the insurance company?

- If you have shown your doctor's office an identification card, the doctor's office will submit your bill to the insurance company.

3. Has the insurance company received the bill?

- When the bill is received by the insurance company, you will be able to view its status on your online account, here: <https://www.uhcsr.com/ku>. You can also call the insurance company and ask about the status of your bill: 1-888-344-6104.

4. Did the insurance company send you a request for more information?

- Please watch your email and your home mailbox closely. Sometimes UHC will request additional information regarding your *Physician's History* or your *Enrollment Eligibility*. The insurance company will not pay any portion of the bill until they receive these forms from you. The ISS Insurance Coordinator can assist you with completing and submitting these forms.

5. Was your bill adjusted?

- You will receive an updated bill from the doctor's office after insurance pays their portion of the bill. This process often takes 4-6 weeks.

Do you still have questions?

Contact the Insurance Coordinator:

Insurance Team – International Student Services
The University of Kansas
1450 Jayhawk Blvd., Strong Hall, Rm 2
Lawrence, KS 66045
Phone: 785.864.3617
issinsurance@ku.edu