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[www.uic.edu/hsc/campuscare](http://www.uic.edu/hsc/campuscare)

**Urgent or Non-Life Threatening:** All care for an urgent problem or non-life threatening emergency MUST be provided or preauthorized by a *CampusCare* Health Center Physician prior to treatment in order to be covered. *CampusCare* has physicians on-call 24 hours a day 7 days a week to provide and/or authorize Emergency and Urgent Care services. It is essential that the member call 309.672.4977 before services are provided. Note, most unexpected injuries and medical conditions are not life threatening.

**Life Threatening:** Members experiencing a severe Life-Threatening medical emergency should seek medical attention immediately! In most cases, a member will go to the nearest emergency room for treatment. Contact *CampusCare* at 312-996-4915 option 1 as soon as possible or within 48 hours to tell a representative of the medical emergency, where and what care was provided.

**Methodist Medical Center:** Methodist is the contracted hospital for all *CampusCare* members in Peoria to receive medical attention from. Inpatient and Outpatient services are provided through Methodist Medical Center.

**Pharmacy Benefit:** *CampusCare's* Pharmacy Benefit Maximum is \$2,500 per Academic Year. Members can utilize any licensed pharmacy and pay for prescriptions in full at the time of purchase. Reimbursement requires the original receipt, member identification and pharmacy identification sheet mailed to: *CampusCare* 1240 East Diehl Road, Suite 100, Naperville, IL 60563. Alternatively members can choose to pay only the required co-payment with the balance paid directly at: Heartland Pharmacy 221 NE Glen Oak Peoria, IL 61636

**Vision and Dental Discount Program:** *CampusCare* affords all members vision and dental discount programs through the United Health Partners. A complete list of providers can be found under the 'Benefits Tab' on our website or by contacting 1.800.290.7602.

### About CampusCare

*The University of Illinois requires that all eligible students be covered by health insurance and provides a plan for which the fee is automatically assessed along with other tuition and fees. Eligible students include all Undergraduate, Graduate and Health Professional students. There is NO enrollment form to complete.*

*Students with comparable health insurance coverage, for example through a legal guardian or an employer, can waive out of CampusCare by submitting the online 'Waiver Form' at [www.uic.edu/hsc/campuscare](http://www.uic.edu/hsc/campuscare) before the enrollment change deadline.*

#### Important features of the CampusCare program:

- ➔ *All covered services must be provided or authorized by a CampusCare Health Center Provider, unless they meet the Life-Threatening Emergency Care Guidelines or preauthorized referral by the CampusCare Medical Director or designee.*
- ➔ *The Peoria Health Center Location is the Family Medical Clinic at Methodist Medical Center on 815 Main Street, Suite A Peoria, IL 61602. Call 309.672.4977 for an appointment.*
- ➔ *All services provided outside a designated CampusCare Health Center require authorized referral prior to receiving services. Unauthorized services provided elsewhere are the enrolled member's full financial responsibility.*

# CampusCare...Quick Reference Guide

Important Info	Who, What, Where, When, & How
<b>ID Cards</b>	Visit <a href="http://www.uic.edu/hsc/campuscare">www.uic.edu/hsc/campuscare</a> <ul style="list-style-type: none"> <li>➤ Click on 'CampusCare ID Cards'</li> <li>➤ Follow directions to print <i>CampusCare</i> ID and/or 'Vision/Dental/Hearing/RX ID Cards,' for every member(s) covered each academic year under <i>CampusCare</i></li> </ul>
<b><u>CampusCare Health Center</u> Physician Appointment Or Seek Medical Attention Or Inquire About a Referral</b>	Visit <a href="http://www.uic.edu/hsc/campuscare">www.uic.edu/hsc/campuscare</a> <ul style="list-style-type: none"> <li>➤ Click on 'How to Make a Physician's Appointment'</li> </ul> Or Call: <ul style="list-style-type: none"> <li>➤ Chicago: 312.996.2901</li> <li>➤ Rockford: 815.972.1000</li> <li>➤ Peoria: 309.672.4977</li> </ul>
<b>Severe/Life Threatening Emergencies</b>	<ul style="list-style-type: none"> <li>➤ <b>Go to the nearest Emergency Room</b></li> </ul> Or: <ul style="list-style-type: none"> <li>➤ Call 911</li> <li>➤ Follow-up with <i>CampusCare</i> within 48 hours</li> <li>➤ Call 312-996-4915 &gt; option 1</li> </ul> More Info Visit: <ul style="list-style-type: none"> <li>➤ <a href="http://www.uic.edu/hsc/campuscare">www.uic.edu/hsc/campuscare</a> &gt; click on 'Emergency &amp; After Hour Guidelines'</li> </ul>
<b>Urgent or Non-Life Threatening Emergencies</b>	<i>CampusCare</i> Physicians are on call 24 hours a day 7 days a week to direct care Call: <ul style="list-style-type: none"> <li>➤ Chicago: 312.996.2901</li> <li>➤ Rockford: 815.972.1000</li> <li>➤ Peoria: 309.672.4977</li> </ul>
<b>*Discounted Dental/Vision/Hearing Program Provider List</b>  *Provided by UHP United Health Programs	Visit <a href="http://www.uic.edu/hsc/campuscare">www.uic.edu/hsc/campuscare</a> <ul style="list-style-type: none"> <li>➤ Click on Vision/Dental/Hearing &gt; Click 'Locate Provider'&gt; Enter Current Zip Code &gt; Click Go</li> </ul> Or Call: <ul style="list-style-type: none"> <li>➤ 1.800.290.7602</li> </ul> Or Email: <ul style="list-style-type: none"> <li>➤ <a href="mailto:service@uhpoa.com">service@uhpoa.com</a></li> </ul>
<b>Benefit Information</b>	Visit <a href="http://www.uic.edu/hsc/campuscare">www.uic.edu/hsc/campuscare</a> <ul style="list-style-type: none"> <li>➤ Click on 'Our Benefits' &gt; Click 'Benefits Summary'</li> </ul>
<b>Submit/Inquire about a pharmacy or medical claim</b>	Visit <a href="http://www.uic.edu/hsc/campuscare">www.uic.edu/hsc/campuscare</a> <ul style="list-style-type: none"> <li>➤ Click on 'Claims' &gt; 'Your Claims' &gt; 'Check Claims Status'</li> </ul> Or: <ul style="list-style-type: none"> <li>➤ Submit all pharmacy and/or medical claims to:  <i>CampusCare</i>              1240 E. Diehl Road, Suite 100              Naperville, IL 60563</li> </ul>
<b>Eligibility Verification</b>	Visit <a href="https://apps.uillinois.edu/selfservice/index.html">https://apps.uillinois.edu/selfservice/index.html</a> choose campus and log-on <ul style="list-style-type: none"> <li>➤ Click 'Account Billing Information' &gt; Click 'E-Bill'.</li> <li>➤ Verify a charge for <i>CampusCare</i> Health Insurance Fee</li> </ul>
<b>Administrative Inquiries or Other Issues/Questions</b>	Visit <a href="http://www.uic.edu/hsc/campuscare">www.uic.edu/hsc/campuscare</a> Or Email: <ul style="list-style-type: none"> <li>➤ <a href="mailto:cchealth@uic.edu">cchealth@uic.edu</a></li> </ul>