

May 5, 2008

Attention: School Administrators and Representatives

Subject: Misrouted Student Insurance Claims

StudentResources has seen an increase in the number of claims being misrouted to UnitedHealthcare's electronic payer number. Although **StudentResources** is part of UnitedHealthcare, we are a standalone division with our own electronic payer number and claim submission address.

In addition, providers are mistakenly calling the main UnitedHealthcare number for eligibility verification. **StudentResources** is dedicated to the student market and we have a fully staffed call center that serves that market. Unfortunately, UnitedHealthcare's main call center cannot verify eligibility for student insureds. All inquiries, questions and appeals regarding claims, benefits and eligibility must be directed to **StudentResources**.

If you receive feedback from students or local providers regarding problems with eligibility verification and/ or claim delays, feel free to provide them with the information enclosed.

In addition, please remind providers to verify the correct contact and claim submission information on the back of the member's ID card. ***Reviewing the member's ID card is critical to receiving timely and accurate payments.***

If you have questions or concerns please feel free to contact me directly at 469-229-6707.

Sincerely,

Lee Woodham
Director Network Operations
United Healthcare **StudentResources**

cc: Bill Truxal
Fred Hollick
Jack McCarty
Mike Murphy

**Claim Submission information for
UnitedHealthcare StudentResources**

Electronically:

- Claims should be submitted to Emdeon (formerly WebMD).
 - **Use reference # 74227**

By Mail:

Claims should be submitted to the company within 90 days after the date of treatment to:

UnitedHealthcare **Student** Resources
P.O. Box 809025
Dallas, Texas 75380-9025

Customer Service: Please call the number provided on the back of the member ID card or call **1-800-767-0700**

Please call Customer Service for information concerning eligibility verification, coverage, benefit questions, co-payment, claims instructions and appeals.

Submission guidelines:

- Please follow standard CMS guidelines and mail all medical and hospital bills to the address above. Please include:
 - Insured Student's full name
 - Patient's full name
 - Insured student's address
 - Name of school under which the Student is insured