

## Instructions for Referral Appointments When Outside the UCSD Area

Your SHS provider is referring you for services outside of SHS. Please follow these instructions for scheduling your appointment. Important information regarding your benefits is also included below.

1. Download the [Sydney Health app](#), and register as a new user with your student ID number, name, and date of birth. Once you register via the app, you'll be able to view your electronic Anthem insurance card (and Anthem ID#).
2. Call Anthem Blue Cross Customer Service at 866-940-8306 for assistance with locating an Anthem Preferred Provider in the area that you will be seeking medical care, or to verify the provider's PPO status if you already have a provider in mind.  
Anthem can also discuss your UC SHIP benefits with you so that you know what to expect regarding out-of-pocket expenses. UC SHIP benefits are based on the type of service rendered and whether the provider is preferred or not. The UC SHIP provides greater benefits when you seek care from a preferred provider, which means lower out-of-pocket expenses to you.
3. Call the provider to schedule an appointment. Give your provider your Anthem ID# so that they may bill Anthem directly. Anthem PPO providers are required to bill Anthem on your behalf.
4. If you are covered by other insurance, SHIP is considered secondary. You must call Anthem's Customer Service at 866-940-8306 to provide the information about your other insurance so that they know to coordinate benefits with your other insurance plan.

### **Some important things to remember:**

- **You will incur out-of-pocket expenses (e.g. deductible, copays, coinsurance, etc.) as a result of this referral.** Benefits are based on the type of service rendered and whether the provider is in the Anthem PPO network or not. The UC Family tier does not apply unless treatment is provided by a UC provider.
- **Benefits are subject to change each new plan year. It is your responsibility to verify your benefits before each of your appointments.**
- Call **Anthem Blue Cross Customer Services at 866-940-8306** or visit [www.ucop.edu/ucship](http://www.ucop.edu/ucship) for details regarding your SHIP benefits or to locate a PPO provider.
- More information can also be found on the SHS website at [www.studenthealth.ucsd.edu](http://www.studenthealth.ucsd.edu).
- Referrals expire one year from the date they are written, **unless an earlier date is indicated**. If on-going treatment is necessary, it is **your responsibility** to obtain a new referral from SHS prior to the referral expiration date. SHS does not provide retroactive referrals.
- Referrals are not valid for more visits than indicated on the referral. If additional visits are necessary, it is **your responsibility** to obtain a new referral prior to having services rendered.
- **Referrals are NOT a guarantee of insurance payment or coverage.** Refer to the SHIP benefits booklet

### **If you require medical care outside of the US:**

- Most providers do not accept foreign plans and will require that you pay for all services up front. It will then be your responsibility to file a claim with Anthem Blue Cross.
- Call Anthem BlueCard Worldwide Services at 800-810-BLUE (2583) to locate a doctor or hospital.
- Refer to <http://www.ucop.edu/ucship/campuses/san-diego/when-im-covered/if-youre-off-campus.html> for information about UC SHIP coverage while you are traveling.

***Please feel free to call, e-mail or visit our office with any questions you may have. Thank you.***

UCSD - Student Health Service Insurance Office 9500 Gilman Dr., MC 0039, La Jolla, CA 92093-0039  
Phone 858-534-2124 Fax 858-822-5910 E-mail [ship3@ucsd.edu](mailto:ship3@ucsd.edu) Web <http://studenthealth.ucsd.edu>