2011 - 2012
IUSM/IUSD Student Health Insurance

Complete Information available at
http://hr.iu.edu/benefits/students.html

Need Help or Have Questions?

- Aetna Student Health Customer Service
  Phone: 800-239-9691
  Web: www.aetnastudenthealth.com

- IUSM/IUSD Student Insurance Coordinator
  Phone: 812-856-4650
  Email: studenhc@indiana.edu

Visit www.aetnastudenthealth.com to:
- Register for Aetna Navigator®
- Find providers
- Enroll dependents
- View the latest benefit brochures
- Request Member ID Cards
- Check claim status and view explanation of benefits

How do I Register for Aetna Navigator®?

2. Click on “Find Your School” and enter 812801 as your Policy Number.
3. Click on Aetna Navigator and then the “Access Navigator” link.
4. Click on the “Register Now” link.
5. Select a user name, password and security phrase.

To Submit Claims:
Aetna Student Health
P.O. Box 981106
El Paso, TX 79998
1-800-239-9691

The information contained herein is intended to provide an overview of the Indiana University Student Health Insurance Plan. Students should not use this information in making decisions pertaining to health insurance coverage.

IUSM/IUSD Student Health Insurance Plan Temporary ID Card

This card is for identification only. It is not a guarantee of eligibility or benefits. Before using, you must do the following:

1. Fill in the “Student Name” with your full legal name.
2. Fill in your “ID Number”, which is 870 and your IU Student ID Number without the three zeroes.
(Example: If your Student ID Number is 000123456, your health ID Number would be 8700123456.)

Please use your Aetna Student Health ID Card when obtaining your prescriptions.

Student Health Insurance Plan
Indiana University
IUSM/IUSD Student

POLICY NO: 812801
STUDENT NAME:
ID NO: 870
EFFECTIVE PERIOD: 2011 - 2012

For inquiries about Student Health Insurance, Benefit Information, and Eligibility or for Precertification, call (800) 239-9691.

Precertification Requirement: Prior notification is required:
- At least 3 business days prior to all non-emergency hospital admissions
- Within 2 business days following an emergency admission

FAILURE TO COMPLY WITH ABOVE NOTIFICATION GUIDELINES WILL RESULT IN A $200 PER ADMISSIONS PENALTY.

For inquiries about prescriptions please call (800) 238-6279.

Note: Preferred Providers are independent contractors and are neither employees nor agents of IU, Chilcote Claims Administrators, Inc., or Aetna.

Send claims to: Chilcote Claims Administrators, Inc.
PO Box 981106 El Paso, TX 79998