

## **HOW TO FILE A CLAIM WITH UNITED HEALTHCARE STUDENT RESOURCES (UHCSR)**

**Please follow these steps to file a claim for services you have received at NDSU Student Health Service!**

1. Download a copy of your statement:
  - o Log into the Student Health Portal, found on the [NDSU Student Health Service](#) website
  - o Click on the Statements tab
  - o Click on the date of service for the claim you need to submit

**PLEASE NOTE:** You will be notified via email when the statement is ready to be viewed in the portal. This may take up to one month after your visit to become available.

2. Send an email to [customerservice@uhcsr.com](mailto:customerservice@uhcsr.com) with the following information:
  - o Attach a copy of your statement from Student Health Service
  - o Your insurance policy number
  - o Your insurance ID number (Your SR ID - found on your ID card)
  - o The address where you want your reimbursement check to be mailed
3. Make sure to create your online 'My Account' through [UHCSR](#)

### **Important Information:**

- If you have filed the claim properly, the claim is typically processed within 14 working days. Check your UHCSR 'My Account' for communication in case any additional information is required.
- Make sure your current address is updated in your 'My Account' so that the refund check arrives at your correct address without delays.
- Always remember to submit your claim in a timely manner!