

Access your ID card and see your benefits anytime

With the UC Irvine StudentHealth Insurance Plan app



You have an app for everything and your health plan isn't any different. The StudentHealth app through Anthem gives you instant access to your UC Irvine Student Health insurance Plan (UCI SHIP) benefits, ID card, and claims using your mobile device. No matter where you are, you can feel confident knowing you have access to simpler and more personalized care. It only takes a few minutes to register for access to all your UCI SHIP tools and resources.

The StudentHealth app provides access to:

- Your member ID card.
- Student Health Services (SHS) information.
- A description of your UC SHIP plan benefits.
- Delta Dental for dental coverage and plan benefits.
- OptumRx to view plan benefits and manage your prescriptions.
- Health tips that are tailored to you.
- Anthem.com/ca for medical claims.

Anthem | STUDENT ADVANTAGE



Anthem is striving to improve healthcare for every moment in our member's lives. If you have any questions about your plan, please give us a call.

UC SHIP Customer Service: 866-940-8306



Downloading it is easy

From your mobile device or tablet, go to: the App Store® or Google Play™ and search for the **StudentHealth app**. Tap **Register Now** and follow these easy steps:

1. Enter your first name, last name, your UC Irvine student ID number, and your date of birth (mm/dd/yyyy), and then go to the next screen. If you are unable to register, re-enter what you typed into the "first name" field by trying one of these options: First name [space] middle name (ex. Joseph Jayden); first name [space] middle initial (ex. Joseph J); first name [space] middle initial with a period (ex. Joseph J.).
2. On the **Credentials** screen, select a username or use the assigned one.
3. Create a password. A password must contain at least six characters including both a letter and a number. Now you can **Log in** with your username and new password.

From your computer:

Go to <https://mobilehealthconsumer.com/studenthealth> (be sure to include the "s" in: <https:///>).

1. Choose **Register Now**.
2. Then follow steps #1 through #3 as listed above.

To view your claims using the app:

1. Click on **Your Benefits** page.
2. Click Check Claim Status.

Note: If you have not yet linked your Anthem online account to your MHC account, you will need to enter your Anthem.com/ca username and password to activate the single sign-on process.

All you need to know about the app

What is the StudentHealth app? StudentHealth is a convenient app that lets UCI SHIP members and their dependents access personalized plan ID cards and benefits information from their mobile devices.

Why do I need the StudentHealth app? Downloading and using StudentHealth is totally up to you. It hosts your member ID card, and since you won't receive an ID card in the mail, it's available to download. Whenever you visit Student Health Services on campus or need to get covered services at a doctor's office, urgent care clinic, hospital or pharmacy, you'll be asked to present your UCI SHIP ID card. StudentHealth also provides helpful information and your plan benefits.

What can I use the StudentHealth app for? Use it anywhere, anytime to:

- Show your Anthem ID card when you need care.
- Decide when you need a referral to a health care provider outside of student health, and link with your Student Health Services to get one.
- See what your plans cover and how much your share of costs will be, if any.
- Find out how close you are to meeting your yearly out-of-pocket maximum.

How can I get the app? Download the free StudentHealth app from Google Play™ or the App Store®. Search for the app name, **StudentHealth**.

What devices are supported? On iOS devices version 7 or later. On Android devices version 3.0 or later.

What if I don't have a supported mobile device? Visit <https://www.mobilehealthconsumer.com/studenthealth>.

I downloaded the app, but can't install it. Verify that your device has enough space/memory by trying to download another app. If that doesn't work, clear your cache, disk space, or memory on your device. Restart your device and make sure you're running an operating system supported by the app.

Can my dependents see their ID cards in the app too? You can send an email invitation to your dependents to register to use the StudentHealth app. Enter the dependent's email address and select the Send Registration Email button. When the dependent receives the email, they can select the

link in the email to complete the registration process. Or, a dependent can download the app and select **Register Now**. If using this method to register, the dependent will need to provide the benefits-enrolled student's ID number, along with the dependent's own name and date of birth.

How can I see my ID Cards in the app? On the *Navigation* menu, select ID Cards under the *Benefits* section.

How can I see the details of my UCI SHIP plan benefits in the app? On the *Navigation* Menu, select **Descriptions** under the *Benefits* section.

How do I find out about my out-of-pocket expenses? Select the **Anthem** button from the home page or navigation and follow the links to log into [anthem.com/ca](https://www.anthem.com/ca). Log in using your Anthem ID and password.

How can I print my ID card? If your device has access to a printer, print the ID card the same way you would print anything else from your device. Otherwise, access the app from a secure computer with printer access at <https://www.mobilehealthconsumer.com/studenthealth>.

Can Customer Support print my StudentHealth ID card? Yes. We encourage you to use the mobile app, but Customer Support can issue you a copy, if needed.

How do I change my password, username, or contact information? On the *Navigation* menu, select **Profile** under *Settings*.

How do I delete a message from the Notification Center? Select **Edit**. A check box will appear next to every message. Choose the messages you want to delete. Select **Delete**. Once you delete a message, it's permanently gone.

Who can help me with questions about my benefits? Anthem Member Services can help. Students can call **866-940-8603**.

Who can help me if I have issues using the app? Please email: support@mobilehealthconsumer.com.