

Access your ID card and see your benefits anytime

Get the UC Irvine Student Health Insurance Plan app



You've got 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 much more using your mobile device. Take just a few minutes to register for access to all your UCI SHIP tools and resources.

You'll have access to:

- Your member ID card.
- Student Health Center (SHC) information.
- A description of your UCI SHIP benefits.
- Delta Dental for dental coverage and plan benefits.
- Prescription plan benefits and management.
- Personalized health tips.
- Anthem.com/ca for medical claims and much more!

Questions?

Customer service: **1-866-940-8603**



Download it today

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 **Login** with your username and new password.

From your computer:

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

1. Choose **Register Now**.
2. Then follow steps 1-3 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

Why you need it, how to get it and other frequently asked questions

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. But it hosts your member ID card, and since you won't receive an ID card in the mail, it's a good idea to download it. Whenever you visit Student Health Services on campus or need to get covered services at a doctor's office, urgent care clinic, hospital, pharmacy, etc., you'll be asked to present your UCI SHIP ID card. StudentHealth also provides helpful information resources 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, he/she 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 **1-866-940-8603**.

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