

**UC EXTENSION
2010 STUDENT INJURY AND SICKNESS INSURANCE PLAN
CLAIM PROCEDURE**

1. If possible, obtain treatment from the University Student Health Center (UCLA Medical Center for students at UCLA). The Deductible will be waived for students.
2. In the event of a Medical Emergency, call 911 or go to the nearest urgent care clinic or emergency room. Please note that use of an urgent care clinic instead of a Hospital emergency room may decrease your out-of-pocket expenses. To locate a local urgent care clinic, access the FHN website and, under Provider Type, choose "Facilities". Then select Urgent Care Clinic in the Facility Type box. A list of urgent care clinics may also be available at the Student Health Center. Otherwise, obtain treatment from the nearest Doctor or Hospital. You may choose any Doctor or Hospital, but using the Doctors and Hospitals available through the First Health Network (PPO) may decrease your costs. For a complete listing of these PPO Hospital and Doctor facilities, call **1-800-226-5116** or access **www.myfirsthealth.com**.
3. If you go to a Doctor's office or to the Hospital, be sure to show your identification card (attached to this brochure). Dependents covered under the plan do not receive separate ID cards and may use the insured student's ID card to obtain treatment. If the Doctor or Hospital needs to verify coverage for you or your dependents, have them call Personal Insurance Administrators, Inc. at **1-800-468-4343**.

You should carry your insurance ID card with you at all times.

4. Send all itemized bills and all other expenses to Personal Insurance Administrators, Inc. at the address below. Have all your itemized bills attached when you send them. Be sure to include your group policy number (as shown on your ID card) .

Personal Insurance Administrators, Inc.

P.O. Box 6040

Agoura Hills, CA 91376-6040

Toll Free 1-800-468-4343

www.piaclaims.com

An itemized medical bill is a list of procedures or services with associated charges from the hospital or doctor's office.

ITEMIZED MEDICAL BILLS MUST BE SUBMITTED TO THE COMPANY WITHIN 90 DAYS FROM THE DATE OF LOSS.

Always keep a copy for your files of all documents submitted for claims.