
SUNY AT BUFFALO INTERNATIONAL STUDENT HEALTH INSURANCE PROGRAM
—HTH WORLDWIDE CLAIM ASSISTANCE INSTRUCTIONS—

STUDENT MEDICAL INSURANCE OFFICE SERVICES:

The SBI Student Medical Insurance Office (SMI), along with all other services of Sub-Board I, Inc. is a service offered to all students of SUNY at Buffalo and funded by your Mandatory Student Activity Fee. This office can provide assistance to any student carrying the SUNY at Buffalo Student Insurance Policy to:

- 1.) Submit claims to settle invoices for medical services rendered or prescription drugs purchased.
- 2.) Seek further information on the status of submitted claims.
- 3.) Dispute the insurance coverage on any submitted claims.

REQUIRED INFORMATION AND FORMS:

In order to utilize SMI services, the student must provide certain information and paperwork to create a file as per SMI office protocol. All required insurance forms are available at the SMI office in the *SMI International Student Claim Assistance Packet*. After your claim has been settled as far as our services and abilities allow, the student may collect any confidential medical records and/or invoices at the SMI Office. If settled/completed claims' files are not collected by the student, they will be confidentially shredded at the end of each semester. Before coming to the SMI office, each student must create a personal user account on www.HTHstudents.com. This will allow the student to view all claims submitted, check the status of all submitted claims and print additional Insurance ID Cards.

The following documents and forms are required in order to place a claim with SMI for assistance:

- 1.) The healthcare provider's (doctor / hospital / clinic) invoice or billing statement.
- 2.) The Explanation of Benefits (EOB) page for each claim to be printed from your user account on HTHstudents.com. This provides the necessary codes and itemizations to pursue the student's claim.
- 3.) The completed relevant portions of the *SMI International Student Claim Assistance Packet* which is available at the SMI Office. This packet includes:
 - a. Claim Resolution Form (Yellow Sheet) – Complete sections 1 and 2—please provide your UB-IT e-mail address.
 - b. HTH WorldWide Authorization & Referral Claim Form – Complete entire form then sign and date if placing claim for medical services rendered.
(If you received medical care outside of the United States, you must use a different form available upon request from the SMI Office.)
 - c. HTH WorldWide Prescription Drug Claim Form – Complete Insured's Information Section, sign and date, then affix original paid pharmacy receipt to form.
(Pharmacy receipts must include drug quantity, name and strength for reimbursement purposes.)
 - d. HIPPA Authorization to Release Information Form – Complete subscriber information section then sign and date in the Subscriber signature section. This allows the employees of SMI to speak to the insurance company and the healthcare provider on your behalf.

COMMUNICATION AND FOLLOW-UP:

After a claim with all required documentation is submitted to SMI, the preferred and default method of follow-up communication will be an e-mail to the student's UB-IT e-mail account. If you wish to be contacted another way, you must notify the office upon the submission of your claims' forms. If SMI pursues a claim with the healthcare provider or insurance company on the student's behalf and has the claim re-processed, it is the student's responsibility to follow-up on the status of the re-processed claim which can be monitored on the student's user profile on HTHstudents.com.

PLEASE DIRECT ALL COMMUNICATIONS TO:

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