



# ISI Protect INSURANCE GUIDE

**This guide provides essential information on your ISI Protect plan, including how to find medical care and submit claims.**

## Manage Your Plan

Use the [Student Zone](#) to manage your plan. Key features include downloading your ID card, extending coverage, updating payment information and filing claims.

[>> Student Zone](#)

## Assistance

Help is never more than a phone call away, please contact the customer service team:

USA Toll Free: (877) 758-4391  
Direct: +1 (904) 758-4391  
[info@internationalstudentinsurance.com](mailto:info@internationalstudentinsurance.com)



INTERNATIONAL  
STUDENT  
INSURANCE

## Seeking Treatment



### Find a Doctor, Hospital or Clinic

Choose any doctor, hospital or clinic you'd like. However, going to a provider inside the [UnitedHealthcare Network](#) will mean less out-of-pocket expenses, and they have agreed to send the bill directly to the insurance company.



### Bring Your ID Card

Always present your insurance ID card at your visit. Be prepared to pay any required copays. Also, request a copy of your medical records for your personal files.



### Complete Your Claim Form

For every new condition, for both in and out-of-network providers, you will need to submit a claim form (found in your Student Zone) after your visit. Be sure to also include:

- Copy of photo page from your passport
- Copy of your I-20 or DS2019
- Copy of your visa

Claim processing typically takes about 30 days. You can check the status of your claim at any time from your [Student Zone](#) or by calling the number on your ID card. Once processed, you will receive an Explanation of Benefits (EOB) outlining how your claim was paid.



### Prescription Medications

When picking up a prescription, be sure to use a pharmacy that accepts the Prime Therapeutics Rx Network so you will just need to pay your copay when filling your prescription.



### Telemedicine

Your plan includes 24/7 virtual access to medical care through Teladoc with a low copay. You can connect with a doctor by phone or online anytime, day or night. Visit the Student Zone to learn how to activate your account.