

Student Secure

University of North Carolina System



Committed to *you*



Underwritten by TMHCC Insurance SPC Ltd. Rated A++ by AM Best and AA- by Standard and Poor's. Administered by WorldTrips.

Contents

Seeking Treatment	3
General Information	4
Claims Information	5
Policy Benefits	6
Policy Pricing	9
Policy Exclusions	10

Notice

Please keep this summary as a brief description of the important features of the plan. It is not a contract of insurance. The terms and conditions of coverage are set forth in the Plan issued to you. For a detailed plan description, exclusions, and limitations please view the plan [description of coverage online](#). The Description of Coverage contains a complete description of all of the terms, conditions, and exclusions of the insurance plan as underwritten by TMHCC Insurance SPC Ltd. The Policy will prevail in the event of any discrepancy between this Brochure and the Policy.

NOTE: This insurance is not subject to, and does not provide certain insurance benefits required by the United States' Patient Protection and Affordable Care Act ("PPACA"). PPACA requires certain US citizens or US residents to obtain PPACA compliant health insurance, or "minimum essential coverage." PPACA also requires certain employers to offer PPACA compliant insurance coverage to their employees. Tax penalties may be imposed on U.S. residents or citizens who do not maintain minimum essential coverage, and on certain employers who do not offer PPACA compliant insurance coverage to their employees. In some cases, certain individuals may be deemed to have minimum essential coverage under PPACA even if their insurance coverage does not provide all of the benefits required by PPACA. You should consult your attorney or tax professional to determine whether this policy meets any obligations you may have under PPACA.

Privacy Statement

We know that your privacy is important to you and we strive to protect the confidentiality of your non-public personal information. We do not disclose any non-public personal information about our insureds or former insureds to anyone, except as permitted or required by law. We maintain appropriate physical, electronic and procedural safeguards to ensure the security of your non-public personal information. You may obtain a detailed copy of our privacy policy by calling us (877) 758-4391 or by visiting us at <https://www.internationalstudentinsurance.com>

Seeking Treatment



Campus Health Care

School on-campus health services are available to most members. The campus health center offers limited services for no or low cost to students. For other services, students must pay up front and then submit a claim for reimbursement by the insurance. Please contact your campus health center for further details.



Non-Emergency Care

For immediate care in non-emergency situations, you **SHOULD** go to a Walk-in Clinic, Urgent Care center or local doctor. Urgent Care and Walk-in Clinics are often the best places to seek medical care as you can walk right in and they require no appointment.

You **SHOULD NOT** go to the Emergency Room (ER) for this type of care unless it is a real emergency situation!



Emergency Care

The Emergency Room (ER) is designed for medical emergencies. If you need emergency care for any reason, please get to the nearest Emergency Room (ER) or call the emergency services (911 in the USA) for immediate treatment.



Prescription Drugs

Prescriptions should be filled at any available pharmacy and paid upfront directly to the pharmacy. Please keep copies of all your receipts and the prescription label and submit those to the claims team, along with a completed claim form for processing.



Doctors/Hospitals

This plan includes a network of medical professionals, including physicians and hospitals, known as the Preferred Provider Organization (PPO). This PPO is available through the UnitedHealthcare Network.



If you need to see a doctor or visit a hospital, you should utilize a PPO provider. While you are allowed to visit any provider of your choosing, if you use a PPO physician or facility, you may pay less money out-of-pocket and claims will be submitted to the claims team for processing.



Telemedicine

Your plan includes access to Air Doctor, a telemedicine service that allows you to find doctors, schedule appointments and consult with them via video. Our plan provides two included visits per year. You can learn more [here](#).

General

Information

Enrollment

Enrollment and waivers can be done via our website at:
www.InternationalStudentInsurance.com
Toll Free (877) 758-4391
Direct +1 (904) 758-439

Student Zone

Once you have purchased coverage, you can manage your policy online. Through your Student Zone, you'll be able to extend or renew your plan, track claims, locate a doctor/hospital and download copies of your insurance ID card and visa letter.

Your Student Zone is available at:
InternationalStudentInsurance.com/student-zone/

Cancellation/Refunds

You can cancel your policy and receive a full refund as long as we receive written notification prior to your certificate effective date. After the effective date of your policy, there is a \$25 cancellation fee and any whole unused months or unused days (depending on your payment method) will be refunded to you. If your plan has been active for less than 15 days, you will be charged for the first 15 days plus the cancellation fee. No refunds are possible if claims are filed against the policy or if you are 60 days past your effective date.

ID Card

Once you are enrolled in the plan, you will receive an e-mail with all your policy documents and a copy of your PDF Insurance ID card. Carry your ID card with you at all times! You will need your card when you visit the campus health center, physician's office, urgent care, hospital, or pharmacy.

Pre-Existing Conditions

This plan includes coverage for pre-existing medical conditions after six (6) months. Please review the benefit table for full terms and conditions.

Eligibility

1. You must be under age 65; and
 - A. A full-time student at a college or university (excluding online colleges and universities); or
 - B. Within 31 days of being a full-time student at a college or university; or
 - C. A student under age 19 enrolled in a secondary school; or
 - D. A full-time scholar affiliated with an educational institution and performing work or research for at least 30 hours per week; and
2. You must be residing outside your home country for the purpose of pursuing international educational activities; and
3. You must not have obtained residency status in your host country; and
4. If in the U.S., you must hold a valid education-related visa. A copy of the I-20 or DS2019 may be requested.

J-1 and F-1 visa holders: The full-time student/scholar status requirement is waived within the U.S. if you have a valid F-1 visa (including OPT) or a J-1 visa. Full-time status requirements remain in force for individuals holding M-1, or other category visas.

Terms of Coverage

Plan Participant's Effective Date

Coverage becomes effective 12:01am U.S. Eastern Time on the date requested on the application.

Plan Participant's Termination Date

Coverage terminates 11:59pm U.S. Eastern Time on the date requested on the application.

Maximum Enrollment Term

The maximum total coverage period for any one Covered Person cannot exceed 364 days per policy period. Coverage is renewable for up to 4 years.

Claims

Information

In-Network Claims

When seeking medical care within the UnitedHealthcare Network in the USA, the medical provider will submit your bills electronically for processing. You will still need to follow these steps to get your claims processed and paid:

1. Download a claim form from the Student Zone.
2. Complete the claim form with all the details about your injury/illness. You will need to complete a new form for each new injury/illness.
3. Submit your claim form through your Student Zone or to:

WorldTrips
P.O. Box 240358
Apple Valley, MN 55124
service@worldtrips.com

Out-of-Network Claims

If you seek medical care from a provider that is outside the plans provider network or outside the USA, they will not be able to submit your bills directly. You will need follow these steps to get your claims processed and paid:

1. Download a claim form from the Student Zone.
2. Complete the claim form with all the details about your injury/illness. You will need to complete a new form for each new injury/illness.
3. Attach copies of your bills, receipts, lab charges and prescriptions.
4. Submit your claim form through your Student Zone or to:

WorldTrips
P.O. Box 240358
Apple Valley, MN 55124
service@worldtrips.com

Explanation of Benefits

Once all your details are submitted, you will receive an Explanation of Benefits (EOB) that shows what the insurance company paid, and what is your responsibility to pay. If there is any patient responsibility, you will need to pay this amount directly to the medical provider that you sought medical care from.

If you have any questions about the claims process, please contact our team for assistance and support:

info@internationalstudentinsurance.com
Toll Free (877) 758-4391
Direct +1 (904) 758-4391



Policy

Benefits

Benefit	Limit
Overall Maximum Limit	\$500,000
Maximum per Injury/ Illness	\$250,000
Deductible	\$250 per certificate period
Copayments	
Student Health Center Copayment	\$25 per visit
Physician Office Visit Copayment	\$50 per visit within the PPO network or outside the U.S.; otherwise, \$100 per visit
Urgent Care Copayment	\$75 per visit within the PPO network or outside the U.S.; otherwise, \$150 per visit
Emergency Room Copayment (Claims incurred in the U.S. only)	\$350 for the emergency room facility fee for treatment received in an emergency room
Hospital Copayment – Inpatient and Outpatient	\$150 per visit within the PPO network or outside the U.S.; otherwise \$300 per visit
Coinsurance – Claims incurred in the U.S.	
In–Network Payment	We will pay 80% of eligible expenses after applicable copayments up to the overall maximum limit.
Out–of–Network Payment	Usual, reasonable, and customary charges for eligible expenses up to the overall maximum limit. You may be responsible for any charges exceeding the payable amount
Coinsurance – Claims Incurred outside the U.S.	We will pay 100% of eligible expenses after applicable copayments up to the overall maximum limit
Eligible expenses are subject to applicable copayments, coinsurance , overall maximum limit, and are per policy period unless specifically indicated otherwise.	
Hospital Room & Board	Average semi-private room rate, including nursing services
Intensive Care Unit	Up to overall maximum limit
Local Ambulance Not subject to coinsurance	Up to \$500 per injury or illness, only when covered illness or injury results in hospitalization as inpatient
Outpatient Treatment	Up to overall maximum limit

Benefit	Limit
Outpatient Prescription Drugs Not subject to coinsurance	50% of actual charges
Preventative Care and Vaccinations Not subject to coinsurance	Up to \$250 Preventative Care coverage begins after six (6) months of continuous coverage. Covered vaccinations and testing are: Measles, Mumps, Rubella (MMR); Tetanus/Diphtheria/Pertussis (TDAP; Chicken Pox (Varicella); Hepatitis B; Meningitis (Meningococcal MCV4 and B); COVID-19/SARS-CoV-2; or any vaccine required by your school program with documentation.
Outpatient Physical Therapy & Chiropractic Care Not subject to coinsurance Must be ordered in advance by a physician and not obtained at a student health center	Up to \$50 per visit per day
Sports & Activities – Leisure, Recreational, Entertainment, or Fitness	Up to the overall maximum limit
Mental Health Disorders Includes drug abuse and alcohol abuse Treatment must not be provided at student health center	Physician Office Visit: Maximum of 30 visits Inpatient: Maximum of 30 days
Maternity Care for a Covered Pregnancy	Up to \$5,000 lifetime maximum
Nursery Care of Newborn Not subject to coinsurance	Up to \$250
Therapeutic Termination of Pregnancy Not subject to coinsurance	Up to \$500
Emergency Dental Treatment Not subject to coinsurance	Up to \$500
Acute Onset of Pre-existing Condition See benefit description	Up to \$25,000 lifetime maximum for eligible medical expenses
Terrorism Eligible Medical Expenses Only	Up to \$50,000 lifetime maximum
All other Eligible Medical Expenses	Up to the overall maximum
Emergency Travel Benefits	
Emergency Medical Evacuation Not subject to coinsurance or overall maximum limit	Up to \$25,000 lifetime maximum
Repatriation of Remains Not subject to coinsurance or overall maximum limit	Up to \$50,000 lifetime maximum

Benefit	Limit
Emergency Reunion Not subject to coinsurance or overall maximum limit	Up to \$1,000 subject to a maximum of 15 days

Policy

Pricing

	Daily	Monthly
Under 24 years old	\$1.82	\$56.00
25-30 years old	\$3.45	\$105.00
31-40 years old	\$8.15	\$248.00
41-50 years old	\$15.91	\$484.00
51-64 years old	\$21.44	\$652.00

To run a free quote, please visit our website:

https://www.internationalstudentinsurance.com/school_requirements/

Policy

Exclusions

Excluded Conditions, Treatments (includes Diagnoses, Tests, and Examinations), Charges, Services, Supplies, Acts, Omissions, and/or Events:

1. Pre-existing Conditions during the first six (6) months of coverage, except charges resulting directly from an Acute Onset of Pre-existing Condition, an Emergency Medical Evacuation, or Repatriation of Remains, subject to the limits set forth in the Schedule of Benefits and Limits.
2. Birth defects and congenital conditions. Birth defects are deemed to include hereditary conditions.
3. Vaccinations, routine physical exams, and other diagnostic labs, x-rays, and procedures for screening or preventative purposes, except as provided under the Vaccination and Preventative Care benefit.
4. Treatment of the temporomandibular joint
5. Mental health disorders if treatment is obtained at a student health center.
6. Physical Therapy and chiropractic care, unless ordered in advance by a physician for medically necessary treatment related to a covered injury or illness, and not obtained at a student health center.
7. Routine pre-natal care, pregnancy, childbirth, post-natal care, and nursery care of a newborn, unless directly related to a covered pregnancy.
8. Elective termination of pregnancy.
9. Promotion or prevention of conception including but not limited to: artificial insemination, treatment for infertility, sterilization or reversal of sterilization.
10. All sexually transmitted diseases and conditions except for diagnostic testing related to a covered injury or illness.
11. HIV, AIDS, or ARC, and all diseases caused by and/or related to HIV.
12. Organ or tissue transplants or related services
13. Injury or illness that is due wholly or partially to the effects of alcohol, illegal drugs, or drugs not taken in accordance with treatment prescribed by a physician, or injury sustained while under the influence of drugs or alcohol as defined under the law of the jurisdiction, or with a .08 Blood Alcohol Content (BAC), whichever is lower, or (iii) an expert's report, such as that of a medical practitioner or forensic expert; (iv) the witness report of a third party; (v) your own admission; or (vi) the description of events you described to us or you had described to any treating medical professional (such as a paramedic, nurse, doctor) or attending emergency service member as documented in their records.
14. Resulting from or occurring during the commission of a violation of law, including without limitation, the engaging in an illegal occupation or act, but excluding minor traffic violations.
15. Relating or resulting from sex trafficking, failure to protect against, prevent, or report sex trafficking; or conduct, acts or omissions under the Trafficking Victims Protection Act of 2000, or any similar statute, ordinance or regulation.
16. Eye surgery, such as corrective refractory surgery, when the primary purpose is to correct nearsightedness, farsightedness or astigmatism.
17. Corrective devices and medical appliances, including eyeglasses, contact lenses, hearing aids, hearing implants, eye refraction, visual therapy, and any examination or fitting related to these devices, dentures or dental appliances, and all vision and hearing tests and examinations.
18. Orthoptics and visual eye training.
19. Orthopedic shoes, orthopedic prescription devices to be attached to or placed in shoes, treatment of weak, strained, flat, unstable or unbalanced feet, metatarsalgia or bunions, and treatment of corns, calluses or toenails.
20. Hair loss including wigs, hair transplants or any drug that promises or is intended to promote hair growth hair growth, whether or not prescribed, unless prescribed due to loss resulting from treatment of or caused by a covered injury or illness.
21. Acne, moles, skin tags, diseases of sebaceous glands, seborrhea, sebaceous cyst, hypertrophic and atrophic conditions of skin, nevus.
22. Sleep apnea or other sleep disorders.
23. Speech, vocational, occupational, biofeedback, acupuncture, recreational, sleep or music therapy, holistic care of any nature, massage and kinestherapy.
24. Psychometric, intelligence, competency, behavioral and educational testing.
25. Incurred while confined primarily to receive custodial care, educational or rehabilitative care, or any medical treatment in any establishment for the care of the aged, except rehabilitative care received upon direct transfer from an acute care hospital.

26. Incurred for cosmetic or aesthetic reasons, except for reconstructive surgery when such surgery is directly related to and follows a surgery which was covered hereunder.
27. Modifications of the physical body intended to improve the psychological, mental or emotional wellbeing, including but not limited to sex-change surgery.
28. Obesity or weight modification, including but not limited to wiring of the teeth and all forms of intestinal bypass surgery.
29. Exercise programs, whether or not prescribed or recommended by a physician.
30. Incurred as a result of exposure to non-medical nuclear radiation and/or radioactive material(s).
31. Any illness or injury incurred as a result of epidemics, pandemics, public health emergencies, natural disasters, or other disease outbreak conditions that may affect a person's health when, prior to your effective date, any of the following were issued:
 - a) The United States Centers for Disease Control & Prevention had issued a Warning/Alert Level 3 or higher for a location or destination, including common carriers; or
 - b) The United States Centers for Disease Control & Prevention had issued a Global or Worldwide Warning/Alert Level 3 or higher.

This exclusion is applicable when 1) any of the above were in effect within 6 months immediately prior to your effective date or 2) within 10 days following the date the alert/warning is issued you have failed to depart the country or location. This exclusion does not apply to charges resulting from COVID-19/SARS-CoV-2.
32. Investigational, experimental or for research purposes.
33. Complications or consequences of a treatment or condition not covered hereunder.
34. Incurred outside your policy period.
35. Submitted to us for payment more than sixty (60) days after the last day of the policy period.
36. Exceeding usual, reasonable and customary.
37. Not medically necessary.
38. Not administered by or ordered by a physician.
39. Provided by a relative, family member or any person who ordinarily resides with you.
40. Provided at no cost to you.
41. Incurred for failure to keep a scheduled appointment.
42. Incurred when departure from the home country is to obtain treatment in the destination country/countries.
43. Travel or accommodations, except as provided for in the Local Ambulance, Emergency Medical Evacuation, Repatriation of Remains, and Emergency Reunion sections of this insurance.
44. Payable under any government system, including the Australian Medicare system.
45. Payable under Worker's Compensation or Employer's Liability Laws, or by any coverage provided or required by law.
46. Incurred during war, military action or while on duty as a member of a police or military force unit.
47. Not included as Eligible Expenses as described herein.