



RMU student health insurance plan FAQ

How can I find out whether my doctor accepts UPMC Health Plan?

Visit our provider directory at www.upmchealthplan.com/find, then follow these steps:

- Select **Medical**.
- Enter the provider's **last name/practice name** and/or the **city** or **ZIP code** where you need care.
- Under Coverage Type, select **Coverage through your employer**.
- Under plan name, select **Premium Network Plans - PPO and EPO Plans**.

What if I need to file an appeal?

- Call **1-844-833-0520**.
- Chat with Member Services using the UPMC Health Plan mobile app.
- Mail a written request to appeal to:
UPMC Health Plan
P.O. Box 2939
Pittsburgh, PA 15230-2999

How can I find out whether my medication is covered?

You can find out whether your medication is covered by checking the UPMC Health Plan formulary (drug list) at upmchp.us/pharmacybenefits.

Next to **Employer-sponsored** (under step one in the left column), select the formulary that is listed on your Summary of Benefits.

You may also have a member of our pharmacy staff review your list of current medications. Simply complete the form at www.upmchealthplan.com/pharmacyreview and mail it to UPMC Health Plan Pharmacy Services, U.S. Steel Tower, 600 Grant Street, 12th Floor, Pittsburgh, PA 15219.

What if I need to enroll in the RMU student health insurance plan after the semester has started?

Contact Member Services at **1-844-833-0520**. Please note that by enrolling mid-semester, you will be responsible for making all premium payments directly to UPMC Health Plan.

