Healthcare Referral Guide

1. Member or Subscriber Name: Your Parent(s) may be listed first as the Subscriber and underneath will show the other member names along with their member ID numbers.

2. Group Number: The group number is used to track the specific benefits of the insurance plan. Group number and Member number are used to identify the people insured by the plan.

3. Member Service Number and/or website: Use to call your insurance company if you have any questions. The website may have a provider look-up search engine. You can usually search by location and specialty.

4. Coverage Type: Will specify what type of insurance plan that you are covered by.

5. Co-pay: Shows the amounts that are due at the time of service for some visits. This goes along with the deductible of your plan. Make sure to ask the member services if your deductible has been met.

Visit your insurance website and search for a local provider (Eau Claire Zip code is 54701) per the specialty of the referral from your SHS provider. If you log in as a member/user this should give you better detail as to what providers would be considered “in-network” and what your copay or what the deductible may be.

If your search does not list any providers or the insurance card does not list a website, call the Member Service line. They may ask for your member ID #, group ID # and your date of birth. With this information, they will be able to tell you where you may go for your referral. If they should ask for what ‘specialty’ (orthopedics, cardiology, radiology etc.), it will be listed on your referral form given to you at your appointment.

Once you know where you can go, contact that facility to set up an appointment. You can state you have a referral order from Student Health Service. If requested by the facility, we can send over pertaining notes/labs and the referral order to them before your appointment- all we will need is the name of the clinician you will be seeing and the fax number. The facility can also send a fax request for the pertaining records.

Student Health Service
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