How your plan works – referral requirement

You get the most from your health care plan when you have an organized system of health care providers to manage your treatment. That’s what Southern Illinois University Student Health Center can do for you.

Some treatments and services require you to have a referral from Southern Illinois University Student Health Center before your health plan will cover them. Many services, though, are covered without a referral.

Services that are generally covered without a referral include:

- Treatment for an emergency medical condition
- Obstetric and gynecological treatment
- Pediatric care
- Preventive/routine services (services considered preventive according to Health Care Reform and/or services rendered not to diagnose or treat an accident or sickness)
- Treatment when the covered student is more than 50 miles away from the school health center
- Treatment when the school health center is closed
- Treatment during the Summer Semester June through August
- Treatments and services ordered as a result of the original valid referral for the same diagnosis as long as the service is performed in the same plan year the original referral was written.

All referrals are only valid during the plan year that these were written.

Your covered spouse or domestic partner and/or covered dependent children are not eligible to use the services of Southern Illinois University Student Health Center. Referral requirements and penalties don’t apply to them.
Aetna complies with applicable federal civil rights laws and does not discriminate, exclude or treat people differently based on their race, color, national origin, sex, age or disability.

Aetna provides free aids/services to people with disabilities and to people who need language assistance.

If you need a qualified interpreter, written information in other formats, translation or other services, call the number on your ID card.

If you believe we have failed to provide these services or otherwise discriminated based on a protected class noted above, you can also file a grievance with the Civil Rights Coordinator by contacting:

Civil Rights Coordinator
PO Box 14462, Lexington, KY 40512 (CA HMO customers: PO Box 24030 Fresno, CA 93779)
1-800-648-7817, TTY: 711
Fax: 859-425-3379 (CA HMO customers: 860-262-7705), CRCordinator@aetna.com.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or:

U.S. Department of Health and Human Services
200 Independence Avenue SW., Room 509F, HHH Building
Washington, DC 20201

You can also call 1-800-368-1019, 1-800-537-7697 (TDD).
To access language services at no cost to you, call the number on your ID card.

Para acceder a los servicios de idiomas sin costo, llame al número que figura en su tarjeta de identificación. (Spanish)

如欲使用免費語言服務，請致電您 ID 卡上的電話號碼 (Chinese)

Afin d’accéder aux services langagiers sans frais, veuillez composer le numéro inscrit sur votre carte d'identité. (French)

Para ma-access ang mga serbisyo sa wika nang wala kayong babayaran, tawagan ang numero sa inyong ID card. (Tagalog)

Um auf für Sie kostenlose Sprachdienstleistungen zuzugreifen, rufen Sie die Nummer auf Ihrer ID-Karte an. (German)

للحصول على الخدمات اللغوية دون أي تكلفة، الرجاء الاتصال على الرقم الموجود على بطاقتك الشخصية. (Arabic)

Pou jwenn sèvis lang gratis, rele nimewo telefòn ki sou kat idantite ou a. (French Creole-Haitian)

Per accedere ai servizi linguistici, senza alcun costo per lei, chiami il numero sulla tessera identificativa. (Italian)

言語サービスを無料でご利用いただくには、IDカードに記載の番号にお電話ください。 (Japanese)

무료 언어 서비스를 이용하려면 보험 ID 카드에 수록된 번호로 전화해 주십시오. (Korean)

برای دسترسی به خدمات زبان به طور رایگان، با شماره فید شده روی کارت شخصی خود تماس بگیرید. (Persian-Farsi)

Aby uzyskać dostęp do bezplatnych usług językowych proszę zadzwonić numer telefonu na Twojej Karcie Identyfikującej (Polish)

Para acessar os serviços de idiomas sem custo para você, ligue para o número que consta na sua identidade. (Portuguese)

Для получения бесплатной помощи переводчика позвоните по телефону, указанному на Вашей личной карточке медицинского страхования. (Russian)

Nếu quý vị muốn sử dụng miễn phí các dịch vụ ngôn ngữ, hãy gọi tới số điện thoại ghi trên thẻ ID (Nhân danh) của quý vị. (Vietnamese)