Navigating Graduate Student United Healthcare
Student Resources and Coverage: A Guide to Finding a Provider

WSU Student Insurance

We administer insurance for international students, eligible graduate student assistants, and graduate and professional students in health sciences. Other students have the option to stay on their parents’ insurance or purchase a plan through the Washington Health Benefit Exchange. Our medical clinic also provides a financial assistance program for uninsured students who use our services. For questions about insurance and medical costs, please contact our billing staff: P: (509-335-3575) E: cougarhealth@wsu.edu.

Help Navigating your Insurance Options

WSU students can. Contact the billing office to get help with:
• Exploring options for health insurance coverage
• Enrolling in WSU Student insurance plans
• Understanding and navigating the medical system and insurance benefits
• Applying for financial assistance for routing and urgent medical care.

Please visit our website for more information: cougarhealth.wsu.edu/studentinsurance/
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How to Find a United Healthcare Student Resource Provider Near You

Step 1: Go to https://www.uhcsr.com/.

Step 2: Type in “Washington State University” to search for your specific insurance coverage.

Step 3: Under the picture of the students, select “Find Providers” on the drop-down menu. At this point you can search for Medical or Behavioral providers.
Finding Medical Providers Near You

**Step 1:** Once you have logged in and found the option to find medical or behavioral providers (see previous section). Select “Medical.”

**Step 2:** Make sure to change/update your location so you are finding services near you.

*can we help you find near:*

**East Wenatchee, WA 98802**

CHANGE LOCATION

**Step 3:** You can search by people, places, services, treatments, care by condition, and cost estimates.
Search by People

**Step 1:** To search by people, select the “people” square.

**Step 2:** Then select the type of service you are looking for between Primary Care, Specialty Care, and Medical Groups.
What does each option give you?

1. If you select **Primary Care**, you can select by practice (e.g. Family Doctor, Internist, Nurse Practitioner, OB-GYN, Pediatrician, etc.). For this example, “All Primary Care Providers” was selected.

**All Primary Care Providers**

The first person you call when you have a medical concern. Primary care providers can be doctors in family practice, internal medicine, pediatrics or other specialties.

Once selected, you can look through all providers located within the zip-code you are looking at. There will be a rating out of 5 stars, whether they are only taking current patients or all patients, and their location. When you click on the provider all of their information will be given.

![Hourigan, Richard J, MD](image)

**Hourigan, Richard J, MD**

Family Practice

🌟🌟🌟🌟🌟 2 Reviews

820 N Chelan Ave
 Wenatchee, WA 98801

(509) 663-8711 PHONE

2.2 Miles Away

View Enrollment Information

 любовь Premium Care Physician

✔️ Accepting Existing Patients Only

2. If you select **Specialty Care**, you will be able to look by area of specialties. For example, if you select Acupuncturist a list of available providers will become available in your area.

**Acupuncturist**

Acupuncturists are trained in acupuncture, a traditional Chinese therapy. Acupuncturists insert fine needles into specific points on the body to treat conditions or manage pain. Most states require acupuncturists to have a certification and a license.

3. If you select **Medical Groups**, you can search by medical practice or doctor office locations.

![Wenatchee Valley Clinics](image)

**Wenatchee Valley Clinics**

Internal Medicine

100 Highline Dr Ste A
 East Wenatchee, WA 98802

(509) 884-0614 PHONE

0.5 Miles Away

View Additional Locations (18)

✔️ Accepting All Patients
Search by Places

**Step 1:** To search by places, select the “Places” square.

**Step 2:** Select the type of place you are looking for. For each section selected a list of clinics, hospitals, specialty centers, lab/imaging centers, and medical suppliers will appear.
What does each option give you?

1. When you select **Clinics** you can choose between primary care clinics, convenience clinics, and urgent care clinics. Once selected, you will see different locations and providers near you.

   ![Primary Care Clinic](image1)  
   ![Convenience Clinic](image2)  
   ![Urgent Care Clinic](image3)

   - **Primary Care Clinic**: Facilities staffed with doctors who can provide primary care for outpatients. Clinics are usually associated with a hospital or medical school.
   - **Convenience Clinic**: For simple problems or while traveling.
   - **Urgent Care Clinic**: When you can’t wait for an appointment.

2. When you select **Hospitals** a list of local hospitals will appear and location from you.

   **Central Washington Hospital**
   General Hospital  
   1201 S Miller St  
   Wenatchee, WA 98801  
   (888) 620-0090 PHONE  
   (509) 662-1511 PHONE  
   1.6 Miles Away

3. When you select **Specialty Centers**, a list of options will appear including ambulatory surgical centers, birthing centers, blood banks, etc. Once you select a specialty, a list of options will appear.

   Ex. Selected Specialty

   **Ambulatory Surgical Center**
   Surgical establishment for ambulatory patients. Can be independent or be associated with a hospital. Generally, the people enter so that a surgery or procedure can be carried out on them the same day.

   Ex. Option listed under “Ambulatory Surgical Center”

   **North Idaho Pain Center**
   Ambulatory Surgicenter  
   1686 W Riverstone Dr Ste 2  
   Coeur D'Alene, ID 83814  
   (208) 765-4807 PHONE  
   8.5 Miles Away

   ![Freestanding Facility](image4)  
   ![Accepting All Patients](image5)
4. When you select **Labs and Imaging**, you can choose between imaging centers and lab location.

5. When you select **Medical Suppliers**, a list of suppliers will be listed consisting of medical equipment, home care, and prescriptions.

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**National Services - Durable Medical Equipment**

Explore In-Network National Services. Quick, convenient care wherever you are. National Services are located across most of the U.S. and offer access to care, medical equipment, and other medical services. Some National Services even offer delivery options as an added convenience.
Search by Services and Treatments

Step 1: Select the square “Services and Treatments.”

Step 2: Select the kind of service or treatment you are seeking: office visit, vaccines, tests and imaging. Once selected a list of providers will be available to pick from.
What does each option give you?

1. When you select **Office Visits** you can pick either well visit, sick visit, or a specialist visit. For each option you will select a type of provider you would like to see (family doctors, nurse practitioner pediatrician, etc).

![Office Visits Icons](blueicons.png)
- **Well Visit**: Regular checkups and preventive care
- **Sick Visit**: Get a problem checked out
- **Specialist Visit**: For complex problems like infertility, allergies, more

2. When you select **Vaccines**, you can pick between adult and children’s vaccinations. For each option you can select the specific type of vaccine (chickenpox, flu, measles, hepatitis A, etc.). Once you select a vaccine, practitioners who administer the vaccination will be listed.

**Vaccine - Flu - Adult**

This is a vaccine that decreases your risk of getting the flu, also known as influenza.

3. When you select **Testing and Imaging**, you can pick either lab tests, imaging, or screenings. For each option you can select the type of service you are seeking (blood test, cell tests, CT scans, MRI scans, STD testing etc.) will appear. Once you select a type of service, a list of practitioners who administer these tests will be listed.

**Computerized Axial Tomography (CT)**
Search by Care and Condition

**Step 1:** Select the square “Care by Condition.”

**Step 2:** Select how you would like to search: by area of the body or type of condition. Once selected, pick the area of body or type of condition and a list of providers will be available.
What does each option give you?

1. When you select **Area of the Body** a list of categories will appear (abdomen, breathing/lungs, head (brain), head (ENT), etc.).

   **Breathing and Lungs**

   Once you have picked an area of the body, a specific list of related concerns will appear. When you select a specific issue, a list of providers will appear to choose from.

**Bronchitis - Acute**

This is a condition in which the lung's large air passages become irritated and swollen because of infection or exposure to an irritant.

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**Bronchoscopy**

This is an exam of the lungs' airways which uses a lighted tube with a camera on the end. A biopsy may be done to evaluate abnormal findings.

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**COPD - Chronic Obstructive Pulmonary Disease**

This is a group of lung diseases that affect breathing by destroying lung tissue and/or blocking airways with inflammation and mucus.

2. When you select **Type of Condition** a list of categories will appear (allergies, arthritis, asthma, etc.). Once you have selected a condition, a list of providers will appear to choose from.

**Acupuncture**

A Chinese method of healing that uses hair-thin needles to treat illness and relieve pain.

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**Allergies**

The body's reaction to a foreign substance. They can include itchy eyes and nose, runny nose, sneezing, and watery eyes.

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**Arthritis**

Inflammation of the joints that can cause pain and stiffness.
Search by Cost Estimates

**Step 1:** Select the square “Cost Estimates.”

**Step 2:** You are able to choose from looking at all services, treatments, and conditions, type of office visit, vaccines, type of testing and imaging, and condition.

**Note:** To see how to search these specific areas please refer to sections that talk about “Services and Treatments” and “Care by Condition.”
How to Find a Behavioral Health Provider

Step 1: Enter the correct city and zip-code.

Step 2: On the left-hand side of the screen there will be an option to filter results. You can filter results by miles, provider type, gender, visit type, age expertise, area of expertise etc.

<table>
<thead>
<tr>
<th>Gender</th>
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<tbody>
<tr>
<td>Female, Male</td>
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<table>
<thead>
<tr>
<th>Visit Type</th>
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<tbody>
<tr>
<td>Acute Inpatient, Residential</td>
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<table>
<thead>
<tr>
<th>Availability &amp; Location</th>
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<tbody>
<tr>
<td>Accessibility and Free Place Services</td>
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<table>
<thead>
<tr>
<th>Age Expertise</th>
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<tbody>
<tr>
<td>Child, Adolescent, Adult</td>
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<table>
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<tr>
<th>Scheduling</th>
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<table>
<thead>
<tr>
<th>Area Of Expertise</th>
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</thead>
<tbody>
<tr>
<td>Anxiety, Substance Use, PTSD</td>
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<table>
<thead>
<tr>
<th>Treatment Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family Therapy, Home Care, Biofeedback</td>
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Step 3: On the top of the page there is a search bar where you can enter a certain mental health condition you are seeking treatment for.
Step 4: Either way you search, there will be a list of providers that show up based on the filters you choose or searches you ran. This provider preview will show what kind of practitioner they are (psychologist, psychiatrist, social worker, etc.), their license, rating, and location.

Step 5: Select the provider you are interested in and you can see their whole profile showing their area of expertise.