

Graduate Assistant Insurance Question and Answer

Q: What has to occur in order to be eligible for insurance associated with a Graduate Assistantship?

A: You must be enrolled in at least 6 credits each semester (Fall/Spring) and your department must complete the documents (terms of employment, etc.) to initiate your Assistantship. Keep your email and mailing address up-to-date in MyNEVADA so that you regularly receive information.

Q: How long does it take to get insurance?

A: From the time your department delivers signed documents (terms of employment, etc.) to Human Resources (provided you are enrolled in 6 or more credits) it takes 2-3 weeks for the insurance carrier to have your information in their system.

Q: How can I obtain my insurance card?

A: A card will be mailed to the address on file in MyNEVADA 7-10 business days from the time the insurance carrier receives your information (United Healthcare). You may visit the carrier website to update your mailing address, print an insurance card, or verify you are covered by the plan as soon as they have received and uploaded your information. If you have an address change, be sure to also update MyNEVADA.

Q: I have an upcoming need for medical care, how do I make sure I am covered in a timely fashion?

A: 1. Make sure you are enrolled in a minimum of 6 credits. 2. Complete your assistantship paperwork with your department a minimum of 2-3 weeks prior to the event requiring coverage. 3. Students are covered retroactively to the plan beginning date and can be reimbursed for covered expenses. Even though you may not have had a physical card at the time of service, as long as you are added to the plan, you will be covered for the entire plan period. 4. If you need help due to special circumstances, contact the Graduate Assistant Liaison, Ms. Pam Moore moorep@unr.edu, at the Graduate School 784-6869

Q: How do I update my mailing address or email on file in MyNEVADA?

A: Log into MyNEVADA and select My Personal Information. Select "Addresses" where you can add and change email and mailing addresses. MyNEVADA retains the address of record information that is used for many purposes on campus and also lists your NSHE number. Additionally, Human Resources retains email and mailing addresses for payroll purposes. This information can be updated through the Employee Self Service web site.

Q: Who do I contact?

A: In most cases you should work with your department on items related to your assistantship. Following is a list of additional contacts:

Contact List

Issue	Contact/Department	Phone/Email
Insurance questions – plan dates, status, vendor questions	Julee DeMello or Pru Forthun Student Health Center www.unr.edu/shc	Julee: jdemello@unr.edu 682-9237 Pru: pforthun@medicine.nevada.edu 682-9236
Special circumstances	Pam Moore, Graduate School	784-6869 moorep@unr.edu
Status of pay documents	Liz Carl, Human Resources	784-1258 ecarl@unr.edu
Tuition and insurance billing	Shirley Chambers, Cashier's	784-6167 schambers@unr.edu