

**THE ARIZONA BOARD OF REGENTS**  
**STUDENT HEALTH INSURANCE**  
**Administered by The Chickering Group-an Aetna Company**

**Open enrollment periods:**

Our office sends out three “Open Enrollment” notices each major (fall & spring) semester through broadcast email. Students receive anywhere from 1-3 of these notices depending upon when they register for classes. These broadcast email messages are sent to the student’s official University of Arizona email address (@email.arizona.edu). The Student Health Insurance is ordered, cancelled or changed through Student Link only during the open enrollment periods, unless one qualifies for a prorated. When the insurance is ordered you are ordering a specific amount of time. Enrollment for Post Doctoral Fellows and Visiting Scholars is handled directly through the Campus Health Service Insurance Office.

Fall semester, provides 5 months of coverage, August 16<sup>th</sup> through January 15<sup>th</sup>  
Spring semester, provides 7 months of coverage, January 16<sup>th</sup> through August 15<sup>th</sup>  
If you are enrolled for the spring coverage period, there is no need to order the summer coverage

1<sup>st</sup> and 2<sup>nd</sup> Summer semesters, provides 2 1/2 months of coverage, June 1<sup>st</sup> through August 15<sup>th</sup>

**Automatic Renewal of Coverage:**

Once enrolled, you and your dependents, if enrolled under your policy, will be automatically reenrolled and billed through The University of Arizona Bursar’s Office in future semesters (each fall and spring) upon class registration unless coverage is cancelled during an “Open Enrollment” period. Students not meeting eligibility requirements will be notified by email once the Campus Health Insurance Office begins running eligibility reports.

**How to maintain network benefits:**

All three state university health center’s (UofA, ASU and NAU) serve as primary care providers under this plan for the enrolled student. Dependents do not need to choose a primary care provider, but are encouraged to use providers contracted with Aetna to reduce their out of pocket expenses.

There is a referral requirement under this plan in order to maintain network benefits. You will want to obtain a referral from the Campus Health Service before seeking care out in the community, which extends nationwide, unless you have an emergency. When you are referred to seek medical care out in the community, make sure that the provider or facility are participating with Aetna’s national network “Open Choice PPO”. Preferred providers can be found at [www.chickering.com](http://www.chickering.com) (select “Find your School” type in University of Arizona).

If non-emergency medical attention is needed after clinic hours, please refer to your insurance ID card and call the “After-Hours” medical assistance number. If an outside provider or facility refers you for follow-up care, be sure to contact the health center to obtain a referral.

Life-threatening emergencies should proceed to the nearest source of medical care.

Contact the Campus Health Service Insurance Office for benefit information if going out of the country.

**Be sure that Hospitals/Facilities/Providers are participating with Aetna, as this list is subject to change.**

**Participating Hospitals**

NorthWest Hospital  
6200 N. La Cholla Blvd.  
520-742-9000

Saint Joseph’s Hospital  
350 N. Wilmot Road  
520-873-3000

Saint Mary’s Hospital  
1601 W. St. Mary’s Road  
520-872-3000

Tucson Medical Center  
E. Grant Road & Beverly Ave  
520-327-5461

University Medical Center  
1501 North Campbell Ave  
520-694-0111

Urgent Care Associates  
1622 N. Swan  
520-795-8888

**General Numbers**

The Chickering Group Customer  
Service  
1-866-376-7450

Campus Health Insurance Office  
520-621-6486

“After-Hours” Medical Assistance  
520-570-7898

Campus Health Triage (Referrals)  
520-621-6493

Campus Health Service  
Appointment Line  
520-621-9202

The University of Arizona  
Campus Health Insurance Office

Office hours: M-F 8 am-4:30 pm and W 9 am-4:30 pm, closed 12 noon-1 pm

Office number 520-621-6486, Fax number 520-626-8616

Email address: [chsinsurance@health.arizona.edu](mailto:chsinsurance@health.arizona.edu)

Web address: [www.health.arizona.edu](http://www.health.arizona.edu)