

## Student Resources and Contacts

For many questions that a student may have, you and/or student should start with referring to the Frequently Asked Questions (FAQ). Students who have questions that you are unable to answer should be referred to Gallagher Customer Service:

To access Gallagher Customer Service, students go to [www.gallagherstudent.com/lsu-batonrouge](http://www.gallagherstudent.com/lsu-batonrouge) and click on “Help Center” on the portal and will Toll Free Number to call – (844) 288-4920; or complete the form to send an email. Students can also click on “Chat” on the landing page.

Question or Issue	Method	Resource
<ul style="list-style-type: none"> <li>FAQ for Domestic Students</li> <li>FAQ for Graduate Assistants</li> <li>FAQ for International Students</li> </ul>	<a href="#">23-24 FAQ for Domestic Students</a> <a href="#">23-24 FAQ for Graduate Assistants and Fellows</a> <a href="#">23-24 FAQ for International Students</a>	
<ul style="list-style-type: none"> <li>Trouble logging in</li> <li>Password Reset</li> <li>What is the deadline to waive?</li> </ul>	Call, Email or Chat Phone Website	Gallagher Customer Service Phone: (844) 288-4920 <a href="http://www.gallagherstudent.com/lsu-batonrouge">www.gallagherstudent.com/lsu-batonrouge</a>
<ul style="list-style-type: none"> <li>Am I eligible to enroll?</li> </ul>	LSU Internal	Bursar’s Office
<ul style="list-style-type: none"> <li>Where can I purchase medical evacuation and repatriation coverage?</li> </ul>	Gallagher website (one-year plan is \$45 + \$15 processing fee)	<a href="#">Gallagher Emergency Travel Assistance Services</a>
<ul style="list-style-type: none"> <li>Why am I not able to access care?</li> <li>What is the status of my waiver?</li> <li>Why was my waiver denied?</li> </ul>	Client Admin Portal (Origami)	Client Administrator or Gallagher Customer Service
<ul style="list-style-type: none"> <li>How can I get my ID card?</li> <li>Why was my claim denied?</li> <li>Does my plan cover XYZ?</li> <li>How can I get my 1095 form?</li> </ul>	UHCSR My Account	UHCSR Phone: 1-866-948-8472 Email: <a href="mailto:GKClaims@uhcsr.com">GKClaims@uhcsr.com</a> Website: <a href="http://www.uhcsr.com">www.uhcsr.com</a>
<ul style="list-style-type: none"> <li>How can I find a pharmacy to fill my prescription?</li> <li>Why was my prescription claim denied?</li> <li>Is XYZ drug covered?</li> </ul>	UHCSR Pharmacy Program	Phone: 1-855-828-7716 Website: <a href="http://www.gallagherstudent.com/lsu-batonrouge">www.gallagherstudent.com/lsu-batonrouge</a> , click ‘Pharmacy Program’
<ul style="list-style-type: none"> <li>Escalated student issues</li> </ul>	Send email to <a href="mailto:cindy_jolley@aig.com">cindy_jolley@aig.com</a>	Cindy Jolley, Account Manager

## Client Resources and Service

Based on the need or question, use the following to request assistance:

Event or Task	Method	Responsible Party or Team
<ul style="list-style-type: none"> <li>• Determine or verify eligibility</li> <li>• Determine student category</li> </ul>	LSU Internal	Bursar's Office
<ul style="list-style-type: none"> <li>• Determine enrollment status</li> <li>• Enroll student</li> <li>• Submit urgent add request</li> <li>• Change student category, e.g. DOM to GA</li> <li>• Assign appropriate plan</li> <li>• Void (terminate) coverage</li> <li>• Determine waiver status</li> <li>• Determine reason waiver was denied</li> </ul>	Client Admin Portal (Origami)	Client Administrator
<ul style="list-style-type: none"> <li>• Waiver-related               <ul style="list-style-type: none"> <li>○ Questions</li> <li>○ Status</li> <li>○ Exceptions</li> </ul> </li> <li>• Open Waiver Portal</li> <li>• Enrollments</li> <li>• Qualifying life events (QLE) enrollment and status</li> <li>• Claims check</li> <li>• Escalated denied claims</li> </ul>	Submit Origami Client Admin Task or send email to <a href="mailto:GGB.ASTteam@ajg.com">GGB.ASTteam@ajg.com</a>	Account Services Team
<ul style="list-style-type: none"> <li>• Escalated issues</li> <li>• File-related issues</li> <li>• Plan administration questions</li> <li>• Waiver issues</li> <li>• Website questions and/or issues</li> <li>• Billing questions and/or issues</li> <li>• Reconciliation</li> <li>• Ad-hoc Reports</li> </ul>	Send email to <a href="mailto:cindy_jolley@ajg.com">cindy_jolley@ajg.com</a>	Cindy Jolley, Account Manager

## Gallagher Student Health Account Team

Responsibilities	Resource	Contact Information
<p><b>Account Management Services</b></p> <ul style="list-style-type: none"> <li>• Implementation strategy and execution</li> <li>• Liaison with GSH project management</li> <li>• 365-day account management support</li> </ul>	<p><b>Cindy Jolley</b> Account Manager</p>	<p>Phone: (617) 769-6476 Email: <a href="mailto:Cindy_Jolley@ajg.com">Cindy_Jolley@ajg.com</a></p>
<p><b>Consultant Services</b></p> <ul style="list-style-type: none"> <li>• Conduct market reviews &amp; renewal negotiations</li> <li>• Strategic Planning and program structure</li> <li>• Peer Institute Benchmarking</li> </ul>	<p><b>Scott Polansky</b> National Account Executive, SHIP Practice</p>	<p>Phone: (617) 769-6475 Email: <a href="mailto:Scott_Polansky@ajg.com">Scott_Polansky@ajg.com</a></p>
<p><b>Senior Account Services Leadership</b></p> <ul style="list-style-type: none"> <li>• Responsible for Account Services and Account Management Teams</li> <li>• Responsible for Call Center</li> <li>• Oversees Account Management</li> <li>• Escalated requests/issues resolution</li> </ul>	<p><b>Sheryl Barron</b> Senior Vice President, Client Experience</p>	<p>Phone: (617) 769-6450 Email: <a href="mailto:Sheryl_Barron@ajg.com">Sheryl_Barron@ajg.com</a></p>
<p><b>SHIP Senior Leadership</b></p> <ul style="list-style-type: none"> <li>• Executive point of contact for student health insurance program</li> <li>• Oversees student health insurance practice and team members</li> <li>• Point of contact for escalated needs</li> </ul>	<p><b>Martha Murphy</b> Senior Vice President, SHIP Practice</p>	<p>Phone: (617) 769-6472 Email: <a href="mailto:Martha_Murphy@ajg.com">Martha_Murphy@ajg.com</a></p>