

## Administrator ID Card Access Information for Gallagher Student Health / UHC Clients

### OBTAINING ACCESS

- If you or someone from your school will need access to generate individual ID cards for your insured students, you will need to have an account set up with UHC Partner Center.
- Each individual accessing this site will need their own log-in credentials. No shared log-ins are permitted.
- Contact your Gallagher Client Service Representative to request log-in credentials.
- Upon being approved for access, new users will be offered a webinar training.

### LOGGING IN

<http://partnercenter.uhcsr.com>



**Partner Center**

Partner Center is an innovative health management tool built for administrative professionals. Partner Center's data is secure and you can be confident that your Student Health information is protected in accordance with HIPAA and State Privacy Laws.

Your login to Partner Center is tailored to your school's needs and gives you one-stop access to all of the tools necessary to manage your information with UnitedHealthcare StudentResources.

**Log In**

Username\*

Password\*

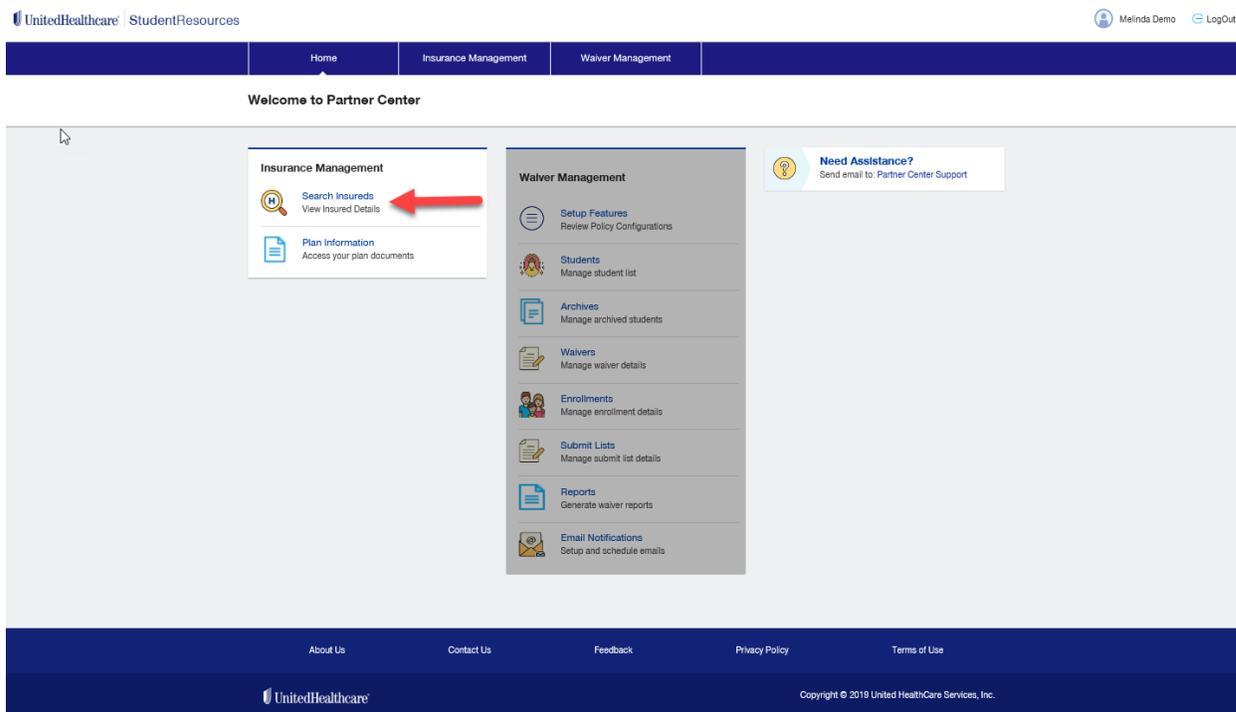
Login

Forgot your [Username](#) or [Password](#) ?

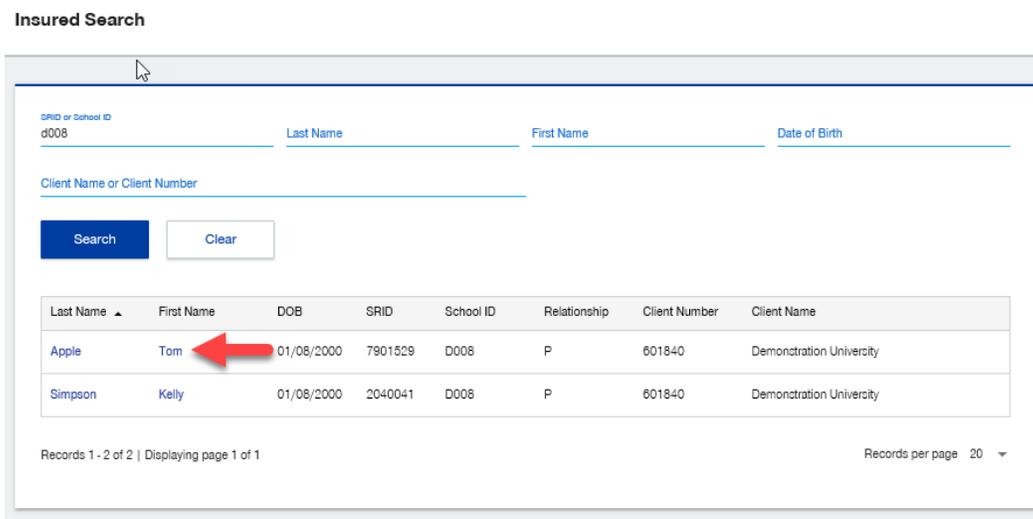
- Your username and temporary password will arrive via secure e-mail from [PartnerCenterSupport@uhcsr.com](mailto:PartnerCenterSupport@uhcsr.com). If you do not receive this email within one week of requesting from your Gallagher Client Service representative, please let them know.
- When you log in, you will be prompted to reset your password.
- For security purposes, passwords will need to be reset every 45 days.
- If you do not log in for 90 days, your account access will be deactivated. To re-activate, you will need to contact [PartnerCenterSupport@uhcsr.com](mailto:PartnerCenterSupport@uhcsr.com).

### ACCESSING ID CARDS

- After logging in, choose the icon that says “Search Insureds”

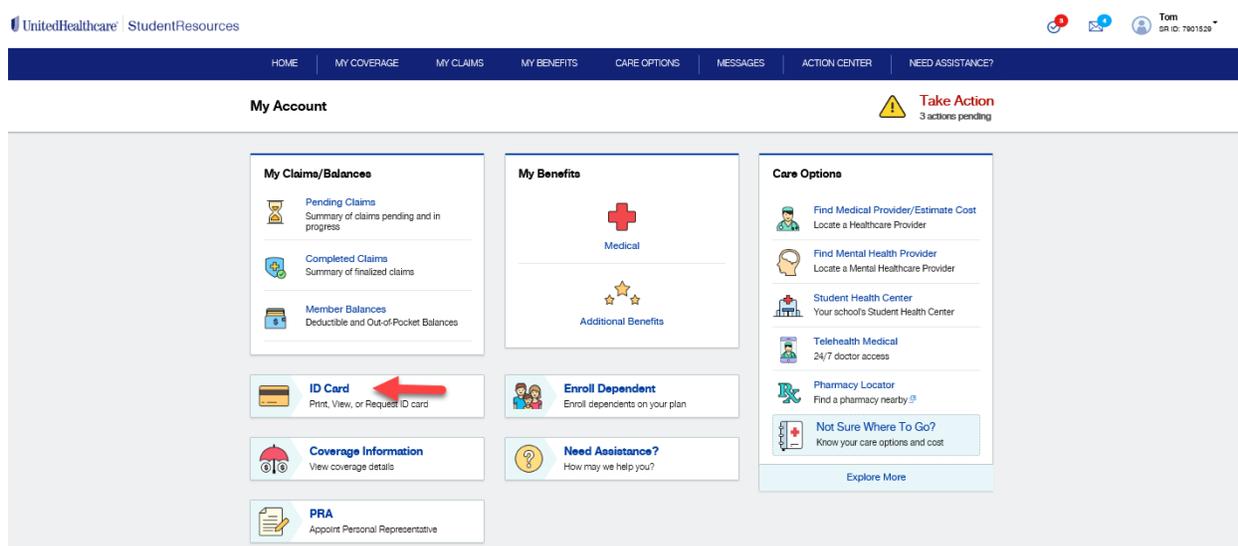


- Using the Insured Search fields, you can search for a particular student by SRID#, Student ID number, Name or Date of Birth.



- Choose the student’s record from the returned results. This will open a new tab to give you access to view a student’s account page as they see it (with limited function).

- Select the “ID Card” button.
  - If the ID Card icon does not appear, it means that they do not have current active coverage or their coverage has not yet been processed. Please contact your Gallagher Client Service Representative if the student has an urgent access to care issue for expedited processing.



- Choose the applicable policy year from the drop down to see the coverages on file for the student, and click the appropriate link to view, generate a PDF or request a card to be mailed.
- Be sure to close out the tab to return to the Partner Center search function, before searching for another student.

### SPECIAL NOTES

- You will not have access to any claim information or any other sensitive information from the client access. All PHI is restricted in the Administrator view. You will see “Access Restricted” when hovering over inaccessible features.
- Student information cannot be changed through this website. Please continue to make address corrections and other updates directly with Gallagher Student Health.
- Students will be provided with instructions on setting up their own UHCSR account after being enrolled in the Plan via Gallagher Student Health. Instructions also appear on the plan materials available at [www.gallagherstudent.com](http://www.gallagherstudent.com).
- Students will have access to generate / request ID cards themselves, as well as full access to plan information, claim information, tax forms and other helpful tools.
- Technical questions about the website or Partner Center functions can be addressed using the “Need Assistance” link on the website. Questions about student enrollment should continue to be directed to your Gallagher Student Health representative.

***Need more help? UHCSR has a helpful collection of videos to help you and your students. <http://www.uhcsr.com/video>***