



UCR UC SHIP (UC Student Health Insurance Plan) Referral Process

1. Referral Process:

- **STAT referrals:** Your SHS healthcare provider staff will promptly schedule your appointment with the specialist Doctor and ensure the insurance department faxes the Referral.
- **Non-urgent referrals:** Expect notification within 2-4 weeks once the referral is processed.

2. Approval Notification:

- Upon approval, you will receive a message to your student portal from the SHS insurance department.

3. Faxing the Referral:

- Request the faxing of the referral by contacting SHS insurance department. Call insurance at 951-827-3031, selecting option #4, and provide the name and fax number of the Doctor.

4. Accessing the Patient Portal:

- Access the patient portal at:



5. Follow-up Referral:

- If the specialist requests procedures or refers you to a new Doctor, promptly contact SHS Insurance department to obtain a new referral. Remember, every new Diagnosis requires a new referral.

6. Post-Visit Procedures:

- After your visit, ensure that medical records, test results, or treatment plan inquiries are sent to SHS (Student Health Services) at Fax # 833-234-2941

SHCC your primary healthcare destination on campus:

(SHCC) Student Health and Counseling Center (Building #834)

388 W. Linden Street, Riverside, CA 92507

Student Health Services (SHS) Main number: Main Phone (951) 827-3031

Counseling and Psychological Services (CAPS): Main Phone: (951) 827-5531

Access SHS Website at:



Notes:

- Medical Benefit Plan is under Anthem Blue Cross.

- Anthem Blue Cross Network Member Services: (866) 940-8306.

Access your Anthem Blue Cross ID card through the Sydney App and search for an in-network specialist off-campus:

