

US Healthcare and New York State of Health (NYSOH) Insurance FAQs

What does the NYSOH insurance cover?

Doctor's appointments, dental cleanings, eye exams, one pair of glasses every two years, Covid test, Covid vaccine, specialists, counseling, prescriptions, ambulances, hospital stays, and more!

How do I get a new insurance card if lost?

Call the customer service number for the insurance you have and follow the prompts to request a new card.

Fidelis Managed Medicaid 1-888-343-3547

Fidelis Essential Plan 4 1-888-343-3547

Excellus Blue Choice 1-800-650-4359

Excellus Essential Plan 4 1-877-626-9298

How do I find out if my insurance card is active?

Call the customer service number on the back of your card (or use the number above for the insurance you have) and follow the prompts to request your status. You can also call or email our agent, Luis Morales, directly. **Cell: 585-369-7414 Email: lmorales@ccsi.org**

Can I keep my NYSOH Insurance after graduating?

If you are staying in New York state, we recommend it. Just remember to renew annually.

If Churchville-Chili Family Medicine is not accepting new patients:

<https://www.rochesterregional.org/> and click on "Find a Provider"

<https://www.urmc.rochester.edu/strong-memorial> and click on "Find

How do I get a Primary Care Provider (PCP)?

1. We recommend [Churchville-Chili Family Medicine](#) because it is within walking distance of campus and they have multiple doctors on staff so they are usually accepting new patients.
2. Go to the website and fill out New Patient forms before scheduling your first appointment.
3. Once you have established them as your PCP, call your insurance provider so they can update your card and mail you a new one.
4. If you do not choose your own PCP, your insurance provider will assign one and it may be much further from campus.

Can I get a COVID-19 vaccine in New York as an international student?

Everyone over the age of 16 is now eligible to get a vaccine in NY and many locations are available to simply walk-in. Find open appointments near your home or near campus [here](#). You can find out more about locations for walk-in appointments [here](#). As a reminder, vaccines are free and do not require you to provide evidence of health insurance coverage.

If you are a student currently living on campus, if you need proof of residency, you may stop by the Office of Student Life to pick up a letter affirming your residency on campus.

Who should I ask if I have other questions related to health insurance?

Luis Morales, our insurance agent, is a Roberts graduate and is quick to respond to emails and calls.

Luis Morales

*Outreach /Navigator & FE for the Aged, Blind and Disabled Program
NY State of Health*

Monroe & Livingston Counties

C: 585-369-7414

Email: lmorales@ccsi.org

When should I go to the Roberts Health Center? [Link doesn't work \(probably old?\)](#)

Click to see the full list of [Roberts Health Center Services](#). This is a great option because it is convenient, and many services are included in your student fee.

[Correct link: https://www.roberts.edu/wellness-center/health-services/](https://www.roberts.edu/wellness-center/health-services/)

Tell me more about Roberts Counseling Services.

If you are struggling and need to talk to someone, we encourage you to consider counseling on campus. Counseling is no charge to students (covered by the student fee). [Is OIE still correct? I feel like Student Life or Jaylah was taki](#)

Connect with [OIE](#) if you have a counseling need in another language or you have a specialized situation that would require off-campus counseling. These services **may** still be covered by insurance.

[We can help them find off-campus services, too.](#)