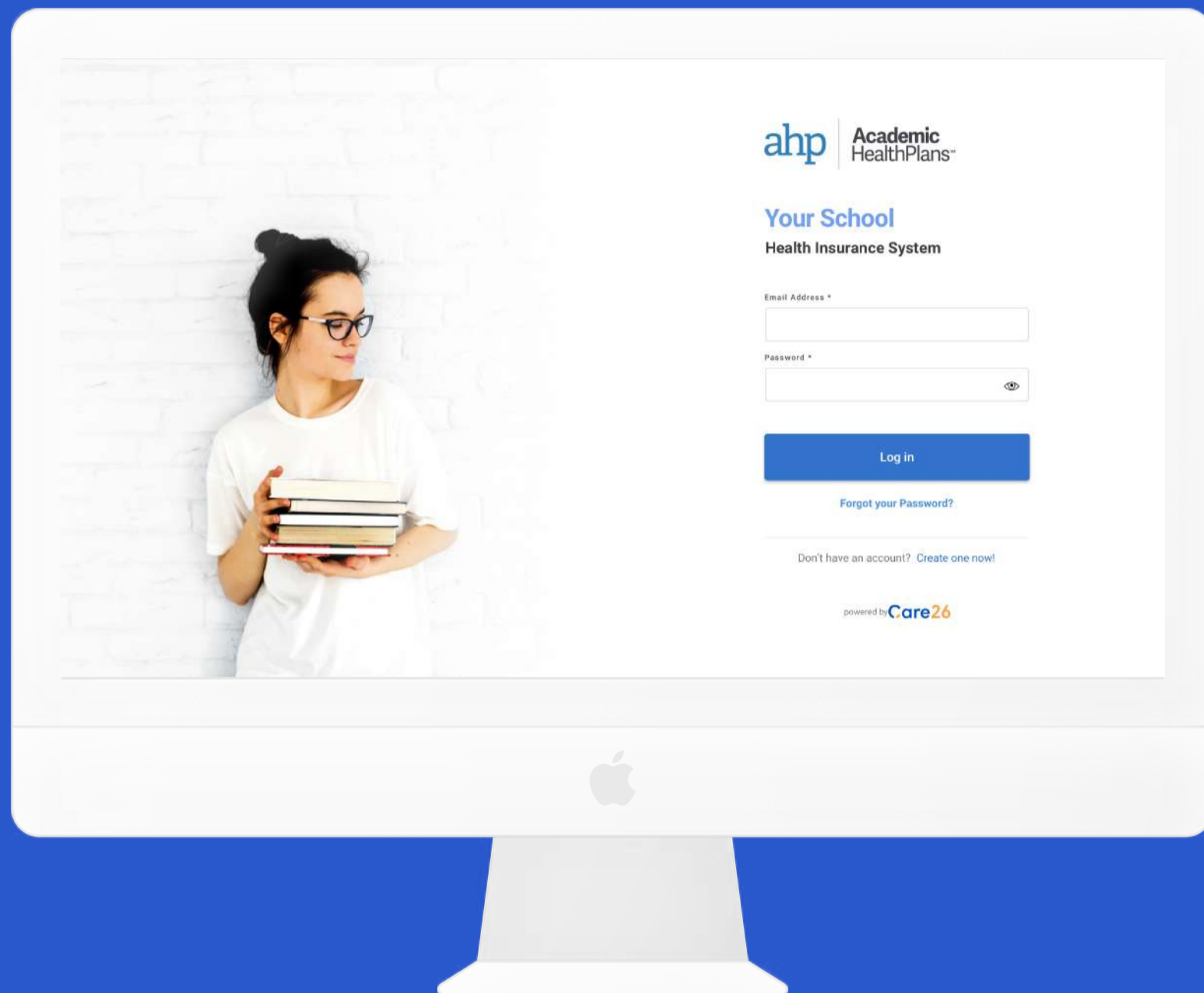


Care26

a product by ahp | Academic HealthPlans

Student User Guide





Student Experience


Manage your health insurance quickly and easily.

1. Creating an account
2. Get coverage (Enroll)
3. Opt-out of coverage (Waive)
4. My Insurance

1. Creating an account

If you have received an email from us to confirm your email, use the link inside to finish creating your account. Otherwise, follow these steps.

! Care26 is in continuous development and system enhancements will continue to be applied. Screens shown are subject to change



ahp | Academic HealthPlans™

School Name

Please, enter your user email and password to Log In.

Health Insurance System

School Email *

1

Password *

Log In

[Forgot your password?](#) 2

[Don't have an account? Create one now!](#) 3

powered by **Care26**

Welcome to Care26!

When you land on the login page, you will see a few fields to enter your username and password if you already have an account.

If you need to create an account, click on the "Create one now!" link at the bottom of the page.

1 Log in

Enter your email and password and click on the button to log in.

2 Reset password

If you have an account but are unable to log in, use this link to reset your password.

3 Sign up*

Click on this link to create an account.

NOTE:

* If you do not see this option, then your school does not allow self-registration. You should receive the account confirmation email automatically when your school adds you to our system.

The screenshot shows a 'Sign Up' form with three columns: Personal Information, School Information, and Contact Information. The form includes fields for First Name, Middle Name, Last name, Gender, Date of birth, Social Security Number, School Name, Student Category, Student ID, School Email, Phone number, Address, City, State, and Zip code. A 'Create account' button is at the bottom right. Three numbered callouts are present: 1 points to the asterisk on the Last name field, 2 points to the 'Create account' button, and 3 points to the 'Back to Login' link in the top left.

Sign Up

Personal Information

First Name * Middle Name

Last name * 1

Gender *

Date of birth * MM/DD/YYYY

Social Security Number * 9 digits number

I do not have a Social Security Number

School Information

School * School Name

Student Category *

Student ID * 7 digit number starting with 0 or 1

School Email *

Contact Information

Phone number

Address *

City *

State *

Zip code *

[Back to Login](#) 3

Create account 2

Sign up

You will need to provide some identifying information to create your account.

Make sure you have your correct Student Category, Student ID, and School Email before proceeding.

1 The Form

You will need to fill in all required fields, which are indicated by an asterisk (*) next to them.

2 Create it!

After you have filled in all of the fields, click on this button to create your account. If everything looks good, you will be sent a confirmation email to complete the process.

Use the link in the email you receive to set your password and then you're all set!

3 Cancel

You can always go back to the Log In page.

2. Get Coverage (Enroll)

Follow these steps to take advantage of the Student Health Insurance Plan offered by your school.

! Care26 is in continuous development and system enhancements will continue to be applied.
Screens shown are subject to change

Dashboard

ahp Academic HealthPlans™

Welcome, John Doe.
Let's get started.

I want to Enroll
I need a plan for myself.

I want to Waive
I already have health insurance.

We have you classified as a "School Name + Student Category" student. If you feel this is incorrect, [let us know](#).

How to Enroll

If your school offers enrollment in a Student Health Insurance Plan, follow these steps to purchase coverage.

1 Start the Enrollment Process

If you see this button available on your dashboard, the enrollment period is open and you may start the process of purchasing the insurance plan.

If this option is not available, the enrollment period may not be open, or your school may not offer voluntary enrollment.

2 Validate information

Confirm that the School and Student Category listed at the bottom of the screen appear to be correct before proceeding with enrollment.

3 Main Menu

More account options are available in the pull-out menu.

Dashboard > Enrollment > Plan Configuration

Select your plan

Pick the coverage that's right for you!

Spring/Summer coverage

Coverage from January 1, 2021 to July 31, 2021

Medical \$817.50

\$817.50

Cigna Dental Optional

This coverage isn't provided by AHP, so in order to enroll yourself, you will be taken to an external website.

If wanted, you can enroll to this coverage and then come back to continue your enrollment with AHP.

[Click here to go to Cigna's page.](#)

VSP Vision Optional

This coverage isn't provided by AHP, so in order to enroll yourself, you will be taken to an external website.

If wanted, you can enroll to this coverage and then come back to continue your enrollment with AHP.

[Click here to go to VSP's page.](#)

Hide menu

Summary

The plan

Spring/Summer coverage
From January 1, 2021 to July 31, 2021

Medical \$817.50

Total price: \$817.50

[Cancel Enrollment](#) [Proceed to checkout](#)

Choose Products

After agreeing to the Terms & Conditions, you will be presented with the plan options available to you

1 Select your plan

Depending on your school, one or more plan options will be available to choose from. Click on any options you would like to purchase.

2 Summary

The Summary section will be populated with your selected options as you go.

3 Proceed to checkout

When you are done selecting your options, click this button to continue to the final step.

4 Optional Products

Some schools allow the purchase of additional coverage through third parties. Selecting one of these options will open a new tab in your browser to purchase the coverage separately.

Dashboard > Enrollment > Checkout

Checkout.
Insurance coverage is just a click away.

Spring/Summer coverage

Coverage from January 1, 2021 to July 31, 2021

Medical \$817.50

\$817.50

Summary

Spring/Summer coverage
From January 1, 2021 to July 31, 2021

Yourself \$817.50

Total price: \$817.50

Cancel Enrollment Pay with Credit Card

Checkout

This is the final step of the enrollment process. Confirm that everything looks good, then submit your payment to finalize.

- 1 Your selected coverage
 - 2 Total cost of the selected coverage
 - 3 Payment Methods
- Select your method of payment. Different options may be available depending on your school.

Dashboard
ahp Academic HealthPlans™

Welcome, Lauren. School Name 2021-2022 SL

Current Coverage
You currently have no active coverage.

Pending Coverage
These are the ongoing operations that aren't yet active.

Enrolled

Enrollment
Fall 2021

Your enrollment has been successfully submitted. We will let you know as soon as the carrier validates your enrollment information and your ID card becomes available.

Yourself

N/A

Medical

- Dental
- Emergency

Enrolled

Enrollment
Fall 2021

Your enrollment has been successfully submitted. We will let you know as soon as the carrier validates your enrollment information and your ID card becomes available.

Richard Wilson (Spouse)

N/A

Medical

- Dental
- Emergency

We have you classified as a **XXX Student Category**. This student category applies to {{StudentCategoryDescription}}. If you feel this is incorrect, [let us know](#).

Ongoing Enrollment

After you have successfully submitted your enrollment, your dashboard will automatically change to show you your status. Payment and eligibility may need to be confirmed before the carrier can activate your coverage.

When the status of your enrollment changes, you will be notified by email and your dashboard will automatically update.

You will not be able to use your coverage until it has been activated and the coverage effective date begins.

3. Opt-out of coverage (Waive)

If you have proof of comparable health insurance coverage and you do not wish to take advantage of the Student Health Insurance Plan, follow these steps to submit a waiver.

! Care26 is in continuous development and system enhancements will continue to be applied. Screens shown are subject to change

Dashboard

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Welcome, John Doe.
Let's get started.

I want to Enroll
I need a plan for myself.

I want to Waive
I already have health insurance.

We have you classified as a "School Name + Student Category" student. If you feel this is incorrect, [let us know](#).

How to Waive Coverage

NOTE: the option to waive is not available to all students.

1 Starting a Waiver

If you do not wish to take advantage of the Student Health Insurance Plan offered by your school, and you have comparable health insurance coverage, click on this button to begin the process of submitting your information to waive.

We will need to verify your existing insurance meets the criteria set by your school in order to approve your waiver request.

Dashboard > Waiver process

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Heads up! Your session will time out if left inactive for too long and any unsaved changes will be lost. If you plan to step away and finish later, be sure to save any changes. 3

Waiver Process

Please read carefully

Please verify that you are eligible to waive before proceeding.

1 Domestic students
This requirements apply to students who are US citizens.

You may request to waive out of the Student Health Insurance Plan (SHIP) if your alternate insurance health plan meets the following requirements:

- Medical coverage is active
- Short-term coverage plans must cover the same coverage dates as SHIP

The following plan(s) will **NOT be acceptable** for waiver approval:

- Financial Assistance plans

Information needed to complete this process

- An electronic copy of the front and back of your health insurance ID card indicating the student as a covered member id.

2 Start Waiver Process for Spring/Summer (01/01/21-07/31/21)
Deadline for Submission is 07/01/2021

For assistance, please submit this form.

Waiver Criteria

1 Waiver Criteria

The requirements your insurance coverage need to meet will be outlined here. Be sure to read through the criteria to know what you'll need to submit on the following screens.

2 Start!

When you are ready to provide the required information, click on the blue button to go to the form.

3 Saving a Draft

Keep in mind your session will be automatically closed if left inactive for an extended period of time. Be sure to save a draft if you need to wait to finish later.


Dashboard

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Welcome, John Doe.

Status
Waiving **1**

You are waiving out of the required Spring/Summer (01/01/2021) - (07/31/2021) coverage for School Name. You should receive a response soon.



Waiver Form Evaluation (In Progress) **3**

We are evaluating the form you submitted. If something comes up, we will contact you, ask you to do some changes and submit it again. If not, your waiver will be confirmed automatically.

[Cancel Waiver](#) **4**

Waiver Submitted

After you have successfully submitted your waiver, your dashboard will automatically change to show you your status. One of our representatives will review your information and you will be provided a response.

When the status of your waiver changes, you will be notified by email and your dashboard will automatically update.

1 Current Status

2 Timeline


This timeline will show you where you are at in the process.

3 Status Summary

A brief explanation of the current status of your waiver will be provided here.

4 Cancel Waiver

If you change your mind at any point, you can cancel your waiver by clicking this button. This will discard any information you have already submitted.

Dashboard > Waiver process > Form


College Name

Waiver Request Information Form

International Students
Annual 2021-2022
Purpose of Waiver Form

All students must purchase the Student Health Insurance Plan (SHIP) unless they are eligible to waive the coverage based on evidence of alternate insurance coverage. This form allows you to apply for a waiver of the SHIP if you meet the eligibility requirements. The Student Health Insurance Plan, underwritten by "Carrier Name XXXXXX XXXXXXXXXXXX", is administered by Academic HealthPlans. The insurance premium is automatically charged to student accounts. Students may request a waiver of SHIP and must provide evidence of alternate insurance coverage. For assistance please contact Academic HealthPlans Customer Service at 855-856-2388. DEADLINE FOR SUBMISSION: July 25, 2021

Attach Supporting Documentation of alternative health insurance coverage

Attach the following proof of insurance coverage. All documents must be in English and U.S. currency. Please allow 5-7 business days to receive your waiver submission results. FOR TIPS ON ATTACHING YOUR DOCUMENT copy this link to your browser: <https://goo.gl/vF9EHw>

Attach Files (DO NOT use special characters in attachment name. Give each attachment a unique name)

1 Front ID Card

1 Choose File No file chosen

Front copy of your medical insurance card

Back ID Card

Choose File No file chosen

Back copy of your medical insurance card

Insurance Policy

Choose File No file chosen

This document is a multi-page document that provides a detailed description of the plans deductible amounts, copays/coinsurance amounts and percentages, hospital benefits, surgery benefits, mental health benefits, etc

Healthcare Sharing Plans

Is your alternate healthcare coverage provided through a healthcare sharing program (ex Liberty Healthshare Samaritan Ministries MediShare or Christian Healthcare Ministries) *

2 Student Information

First Name *

Marva

Middle Name

O

Last Name *

Anderson

Student ID *

100000526

Gender *

Female ▼

Date of Birth (MM/DD/YYYY) *

01/17/1990

Waiver Form

When you start a waiver process, you will go on with a waiver form like this where you will need to attach some file (1), and fill all the fields with the student information (2), policy information, as well as, accepting the "student agreement".

- 1

Attach Files

Choose the supporting documentation for your health insurance coverage.
- 2

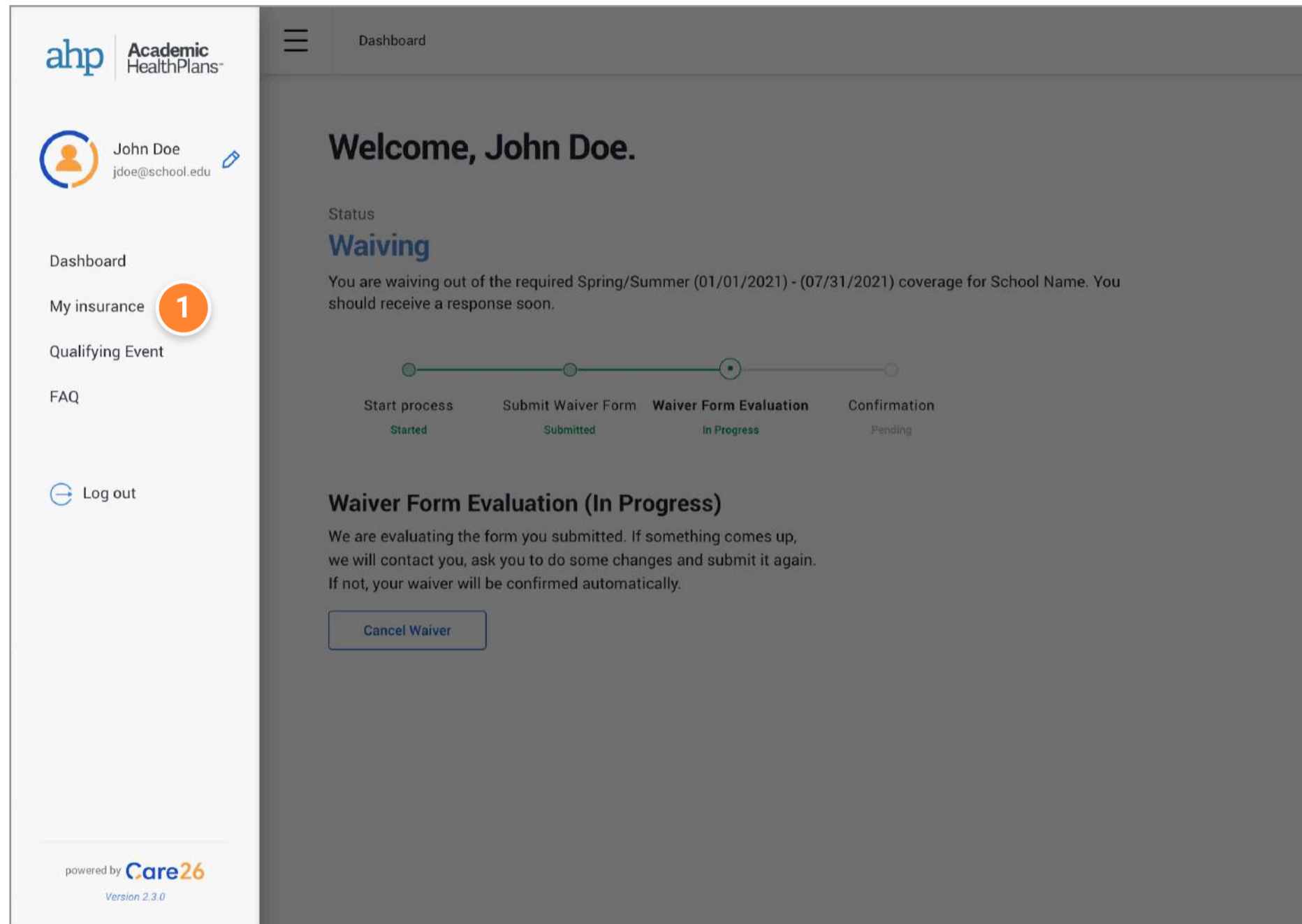
Student Information

Complete all the fields with the requested information, please don't forget to complete the required fields that have an asterik (*).

4. My Insurance

This section will provide a full history of all your enrollment and waiver submissions with us.

ⓘ Care26 is in continuous development and system enhancements will continue to be applied. Screens shown are subject to change



Go to My Insurance

1 Access from the Main Menu

Click on "My Insurance" within the pull-out menu.

Dashboard > My Insurance

Action taken	Member Coverage	Order	Coverage period	Carrier	Effective Date	Termination Date	School	Status	Actions
Enrollment (Online)	Student	001331	Summer	Health Care	01/01/2021	07/31/2021	Name	ACTIVE	⋮
Waiver	Student	005423	Spring	Health Care	12/05/2020	02/12/2021	Name	ENROLLED	⋮
Enrollment (Online)	Dependents	005412	Winter	Health Care	05/02/2020	07/28/2020	Name	MANUAL CHECK	⋮
Waiver	Student	005308	Summer	Health Care	05/20/2020	07/30/2020	Name	SUBMITTED	⋮
Waiver	Student	005209	Spring	Health Care	12/18/2020	02/25/2020	Name	APPROVED	⋮
Enrollment (Online)	Dependents	005175	Winter	Health Care	05/11/2020	07/15/2020	Name	APPROVED	⋮
Enrollment (Online)	Student	005123	Winter	Health Care	05/11/2020	07/15/2020	Name	APPROVED	⋮
Enrollment (Online)	Student	005068	Fall	Health Care	06/24/2020	08/12/2020	Name	ENROLLED	⋮
Waiver	Student	003486	Fall	Health Care	06/11/2020	08/23/2020	Name	APPROVED	⋮

My Insurance

This is where you will find a complete list of all your enrollment and waiver submissions that we have on record.

1 Open Detailed Information

Click on the blue link for any order to see detailed information that that submission.

2 Actions

Additional actions may be available by clicking on the three dots at the end of any row.

Dashboard > My Insurance
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Action taken	Member Coverage	Waiver has been approved																		
Enrollment (Online)	Student	Order: 003486 WAIVER 1																		
Waiver	Student	School: School Name Attachments																		
Enrollment (Online)	Dependents	Covered period: Fall Student Category: Domestic (on-campus) Effective date: 08/01/2020 Termination date: 12/31/2020 Tags:																		
Waiver	Student	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Form submission</th> <th>Last modified</th> <th>Attachments</th> <th>Zirmed response</th> </tr> </thead> <tbody> <tr> <td>Form Submission #1</td> <td>04/13/2021 12:51 PM by student (FirstName5536 Automation7114)</td> <td>0</td> <td>FAILED</td> </tr> </tbody> </table>	Form submission	Last modified	Attachments	Zirmed response	Form Submission #1	04/13/2021 12:51 PM by student (FirstName5536 Automation7114)	0	FAILED										
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Enrollment (Online)	Student	<p style="text-align: center;">Notifications</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Sent on</th> <th>Notification Name</th> <th>Notification Category</th> <th>Sent by</th> <th>Sent to</th> <th>Trigger</th> </tr> </thead> <tbody> <tr> <td>04/13/2021 04:23 PM</td> <td>Waiver Approved</td> <td>Waiver</td> <td>System</td> <td>1</td> <td>1</td> </tr> <tr> <td>04/13/2021 12:51 PM</td> <td>Waiver Submitted</td> <td>Waiver</td> <td>System</td> <td>1</td> <td>1</td> </tr> </tbody> </table>	Sent on	Notification Name	Notification Category	Sent by	Sent to	Trigger	04/13/2021 04:23 PM	Waiver Approved	Waiver	System	1	1	04/13/2021 12:51 PM	Waiver Submitted	Waiver	System	1	1
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04/13/2021 12:51 PM	Waiver Submitted	Waiver	System	1	1															

Order Details

After clicking on the blue link for any submission, detailed information will be displayed.

1 Actions

You can still perform actions by clicking on the three dots from the order details window.

Click on the X to close the window.

2 Form Submissions

If there are form submissions associated with the order, you can find a complete historical list down below.

Click on the blue link for any form submission to see the information that was entered.

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