



The University of Texas System

FAQs 2015-2016

How do I know if I am eligible for the Student Health Insurance Plan?

HEALTH INSTITUTION STUDENTS (Hard Waiver) - It is a requirement that all Health Science Center and medical students are automatically enrolled in the Student Health Insurance Plan at registration, unless proof of comparable coverage is furnished.

INTERNATIONAL STUDENTS (Mandatory) - All international students holding non-immigrant visas are eligible, and are required, to purchase this Student Health Insurance Plan in order to complete registration, except for those students who certify in writing that comparable coverage is in effect under another plan as approved by The University of Texas (UT) System Board of Regents.

The Board of Regents has authorized the assessment of a health insurance fee to each such international student who cannot provide evidence of continuing coverage under another approved plan. This fee will be the amount of the premium approved for the UT System Student Health Insurance Plan. Required Student Health Insurance coverage for international students includes Repatriation and Medical Evacuation benefits.

ALL OTHER STUDENTS (Voluntary) - All other fee-paying students at an institution of the UT System who are taking credit hours, graduate students working on research/dissertation or thesis, post-doctorate students, scholars, fellows, and visiting scholars are eligible to enroll in this Student Health Insurance Plan.

A student must remain enrolled and paying fees through the census date, unless he or she withdraws from school due to an Injury or Sickness and the absence is an approved medical leave. The Company maintains its right to investigate student status and attendance records to verify that the eligibility requirements have been met. If the Company discovers the eligibility requirements have not been met, its only obligation is refund of premium.

How do I know if I am eligible for dental coverage?

Dental coverage is available to students and their spouse. Students are required to be enrolled in the Student Health Insurance Plan to be eligible to enroll in the dental coverage. If the student chooses to purchase dental coverage for the spouse, it must be purchased at the same time as the student coverage. The spouse must have the same coverage as the student. The student and spouse may enroll online for dental coverage, or they may download the dental enrollment form at utsystem.myahpcare.com, complete the form and mail it, along with premium, to Academic HealthPlans.

What is my Policy number?

Your Policy number is located on your plan brochure and ID card. The University of Texas System Student Health Insurance Policy number is 101464 for Medical and 106145 for Dental.



Does this plan meet the new Health Care Reform requirements?

This Student Health Insurance Plan meets the Final Rules related to Student Health Insurance coverage as defined by the U.S. Department of Health and Human Services and the Centers for Medicare and Medicaid Services, which were published on March 16, 2012.

What does the insurance cover?

The Student Health Insurance Plan covers Injury and Sickness. Some of the benefits include but are not limited to inpatient hospitalization, outpatient doctor's visits, X-rays, laboratory charges, surgery and emergency care. There are limitations and maximums that may apply. Please refer to the "Schedule of Benefits" section in the Student Health Insurance Plan brochure. This will provide specific details regarding your Policy.

How do I update my contact information?

It is very important to make sure that your address, phone number, and email address on file at the school are current and accurate. If not, ID cards, explanation of benefits and other notifications about your student health insurance plan may not get to you. If you have moved, or your contact information has changed, please make sure you update your contact information with your school. Additionally, please notify us at support@ahpcare.com so we can update our records as well. Please include "Contact information update" in the subject line, and your first and last name, student ID, and any new contact information in the email message.

How do I get an ID card?

After your enrollment, you should receive an ID card in a few weeks. If you lose your card, you can download a temporary ID card at utsystem.myahpcare.com. You can also email a request for a replacement card at info@ahpcare.com or call Academic HealthPlans at (855) 247-7587.

Can I go to any Doctor?

The Student Health Insurance Plan uses BlueChoice® PPO Network for its Preferred Provider Organization (PPO) Network. The network consist of facilities and Doctors who have joined together to offer their services at reduced rates. Expenses may be less in the PPO Network than charges from Non-Preferred Providers. For a list of Doctors please go to utsystem.myahpcare.com.

Where do I get a claim form?

Claims forms are not required.

How do I file a claim?

Submit all prescription drug receipts (for providers outside of the Student Health Center pharmacy and those contracting with Prime Therapeutics), medical, and Hospital bills incurred to Blue Cross and Blue Shield of Texas, P.O. Box 660044, Dallas, TX 75266 for processing within 90 days of treatment, or as soon as reasonably possible. The claim procedure is listed on the back of your ID card.



Does this Policy pay all medical bills in full?

Covered benefits for the Policy year are payable at 80% (Network Provider) or 60% (Out of Network), unless otherwise specified in the Policy, up to the Policy maximum. There are specific benefit limitations and exclusions on the Policy as well. Please go to utsystem.myahpcare.com to review the brochure for more details.

If I have questions, who should I call?

If you have questions regarding enrollment and premium, please call Academic HealthPlans at (855) 247-7587. For claims and benefits, please call Blue Cross and Blue Shield of Texas at (855) 267-0214.