IMPORTANT TIPS FOR WAIVER APPLICANTS

Waiver deadlines are strictly enforced so it is imperative that as a UK student that you do your part to ensure that your waiver application processes completely.

Below you find some tips that will help you be successful in completing the waiver process.

➢ **Be sure to add donotreply@ahpcare.com to your email account address book. This will ensure that any emails, sent by AHP, are not blocked by any filters or blacklisting. Signing up to receive waiver texts is the best way to avoid this issue.**

➢ **AHP will send an email to let you know if your waiver application has been approved, denied or if further action is required. If you do not receive an email within two weeks of your application, call AHP to follow up on your application.**

➢ **DO NOT ASSUME! Always double check your UK tuition account to verify that the SHP premium has actually been removed from your account.**

➢ **When a student has a balance due on their tuition account, UK sends out regular email and US mail notices to the student. These notices could often be an indication that there is still an unpaid premium charge on your account. Following up on those emails is a good way to ensure that you do not get stuck paying for insurance that you did not intend to have.**

Please note that as of 01/01/2018 the SHP office no longer accepts late waivers for any of the following reasons:

❖ **Student wavier application is in pended status and student did not follow up within two weeks of wavier deadline.**

❖ **Student did not add donotreply@ahpcare.com to their email account address book within two weeks of waiver application submission.**

❖ **Student only discovers that the premium charge has not been removed from their tuition account because they discovered a hold on their account during the registration period for the upcoming semester. (Example: At the end of the Fall Semester, student attempts to register for the upcoming Spring semester and notices the hold on their account).**

❖ **AHP notifications were sent to an email address that the student does not check often.**

❖ **Student forgot to apply for the waiver.**