

# How to Access Your Insurance ID Card

The screenshot shows the 'Register' page on the Academic HealthPlans website. The page title is 'Register' and it includes the instruction: 'To register for an AHP online account, fill out the form below.' The form contains several input fields: 'First Name\*', 'Last Name\*', 'Mobile Phone\*', 'Email Address\*', 'Date of Birth\*' (with dropdowns for Month, DD, and YYYY), and 'Student ID\*'. There is a checkbox for 'I agree to allow AHP to send SMS messages to this number.' and a red 'Register Now' button at the bottom.

1 Go to [myahpcare.com/register](http://myahpcare.com/register) and fill in your information.

The screenshot shows the 'Student Home' dashboard on the Academic HealthPlans website. The page title is 'Student Home' and it includes the instruction: 'Welcome to your student dashboard! Use the menu above to navigate the site.' The navigation menu includes 'Home', 'My Account', 'Coverage', and 'Support'. A 'Logout' button is visible in the top right corner. A dropdown menu is open under 'My Account', showing options: 'View / Edit My Info', 'Change Username / Password', and 'Coverage/Payment Information'. A blue arrow points to the 'Coverage/Payment Information' option.

2 You will be taken directly to your **student dashboard**. Go to **My Account -> Coverage Payment Information**.

The screenshot shows the 'Coverage Orders' page on the Academic HealthPlans website. The page title is 'Coverage Orders' and it includes the instruction: 'Note: Only installment plans will have payment information to update.' The page displays a table with columns: 'Status', 'Order #', 'University', 'Covered Period', and 'Recurring Profile'. A blue arrow points to the 'ID Card' link in the table.

3 Click on **ID Card**.

The screenshot shows a 'Student Insurance Identification Card' for National Guardian Life Insurance Company. The card includes the following information:

- Fully Insured and Underwritten By:** National Guardian Life Insurance Company
- ID #:** [Redacted]
- School Name:** [Redacted]
- School Year:** [Redacted]
- Policy Number:** [Redacted]
- Insured Name:** [Redacted]
- Policy Effective Date:** [Redacted]
- RxGroup:** [Redacted]
- RxBin:** [Redacted]
- RxPCN:** [Redacted]
- Members:** Carry this card at all times. Before hospital admission or surgery (outside the physician's office) or for other services as specified in your plan your physician must call for pre-treatment authorization (precertification). Failure to comply may result in a reduction of benefits. To find a Cigna provider, please visit [www.myCigna.com](http://www.myCigna.com).
- Providers:** Precertification must be obtained for services as specified in the member's plan. For precertification, call the number shown on this card.
- Notice:** Possession of this card does not guarantee coverage or payment for the service or procedure reviewed. Please call the number on this card to verify eligibility.
- Eligibility/Benefits/Precertification:** College Claim Department 800-780-7879 70 Genesee St., Utica, NY 13502
- Medical Claims:** PO Box 188061 Chattanooga, TN 37422-8061 Payer ID# 62308
- Pharmacy Claims:** Connecticut General Life Insurance Company Pharmacy Service Center PO Box 188053 Chattanooga, TN 37422-8053
- Member and Pharmacy Help Line:** 800-325-1404
- AWAY FROM HOME CARE**
- Benefits are not insured by Cigna or affiliates.**
- OnCall Global Assistance Center:** (Toll Free) 1-855-226-7915 (Collect) 1-603-952-2045

4 A PDF copy of your **ID Card** will then be downloaded.

Questions? Please contact Academic HealthPlans at [support@ahpcare.com](mailto:support@ahpcare.com).