

Student User Guide





Student Experience

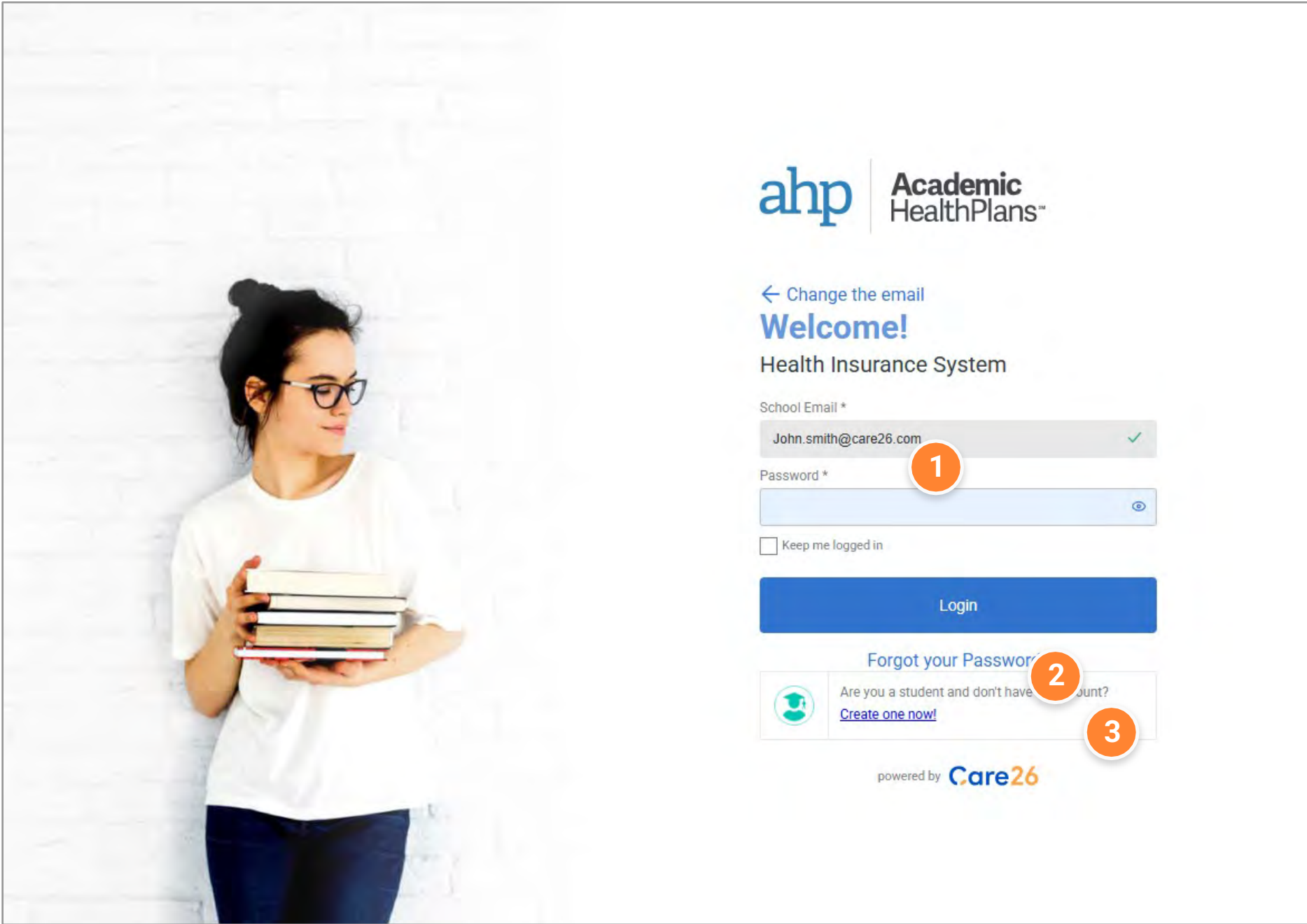
Manage your health insurance quickly and easily.

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



Welcome to Care26!

When you land on the login page, enter your email address, click next, and then fill out your 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 after you enter your email address.

1 Log in

Enter your email and click next. Then, on the next screen, enter your password.

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 your school is not listed in the dropdown, you may need to use your school-issued email address, or your school may not allow self-registration.

ahp

Back to Login

3

Sign Up

1 Student Information

School Email *

John.smith@care26.com

✓

This is your primary email account

School #

Student Category *

Not sure?

Student ID *

1

2 Personal Information

3 Contact Information

4 Agree to Terms

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. (Note some schools may not require a school-issued email for login.)

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.

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3

Dashboard

1

I want to Enroll

I need a plan for myself and/or others

Open Enrollment Period:

08/31/2024 07:00 PM - 02/28/2025 11:59 PM

I want to Waive

I already have health insurance.

Waiver Period:

08/31/2024 07:00 PM - 03/31/2025 11:59 PM

Current coverage

You currently have no active coverage.

Pending coverage

You currently have no pending or ongoing coverage operations.

We have you classified as a **AHP University student**. This student category applies to Domestic. If you feel this is incorrect, [let us know](#).

2

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

Shopping Cart

ahp Academic HealthPlans

Select your plan

Pick the coverage that's right for you!

Spring/Summer Medical

Primary

Coverage starts: January 1, 2025

Coverage ends: July 31, 2025

Premium Cost Breakout

\$2,016.50

Starting from

Who is it for?

Select any dependents you would like to add to this plan. Your primary coverage is selected by default.

New dependent

Spouse or Child

Test Ahpstudent

Yourself

Hide menu

Summary

The plan

Spring/Summer coverage

From January 1, 2021 to July 31, 2021

Medical \$817.50

Total price: \$817.50

3

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

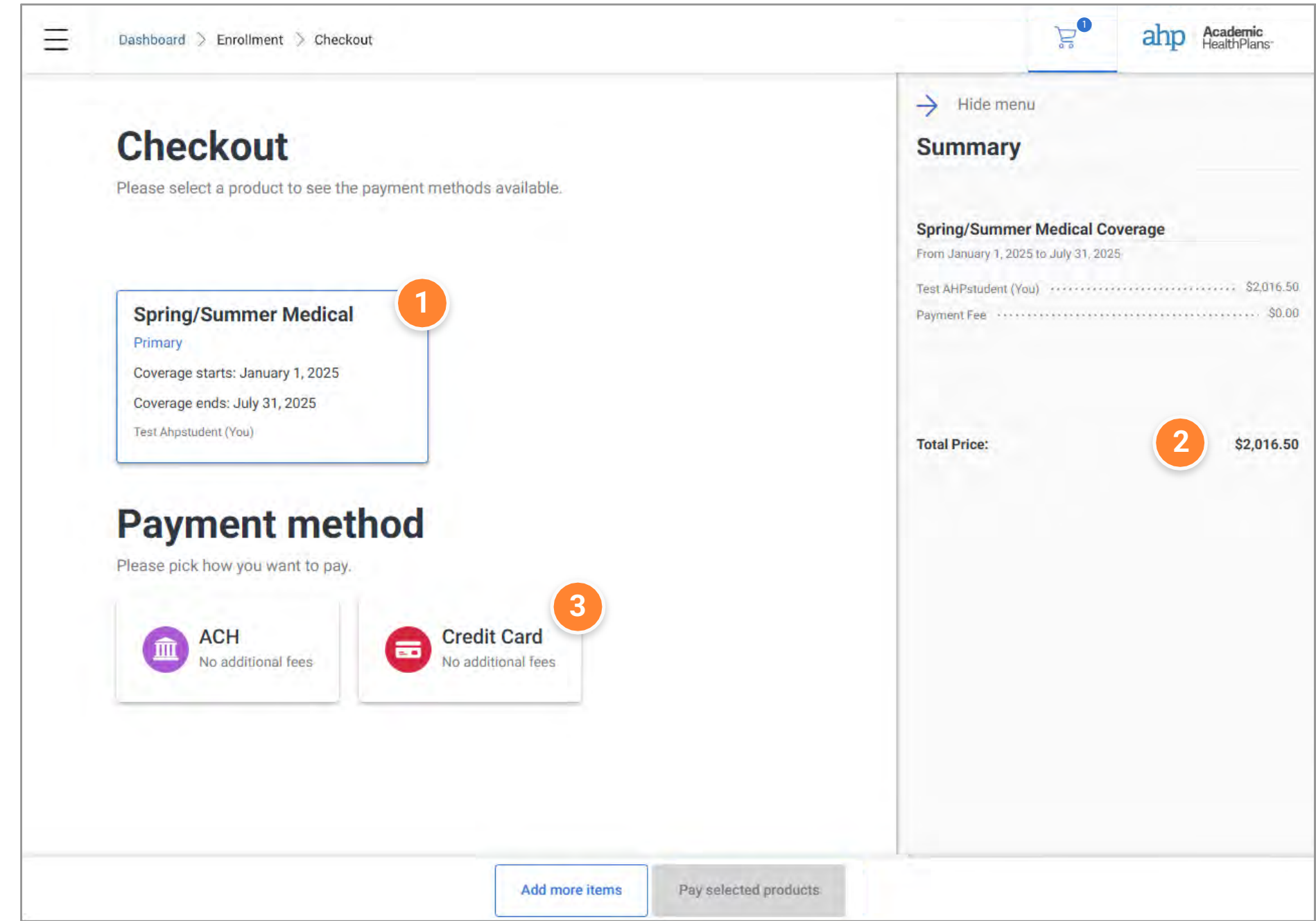
When you are done selecting your options, click this button to continue to the final step.

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.

Plan Configuration

2. GET COVERAGE (ENROLL)



Checkout

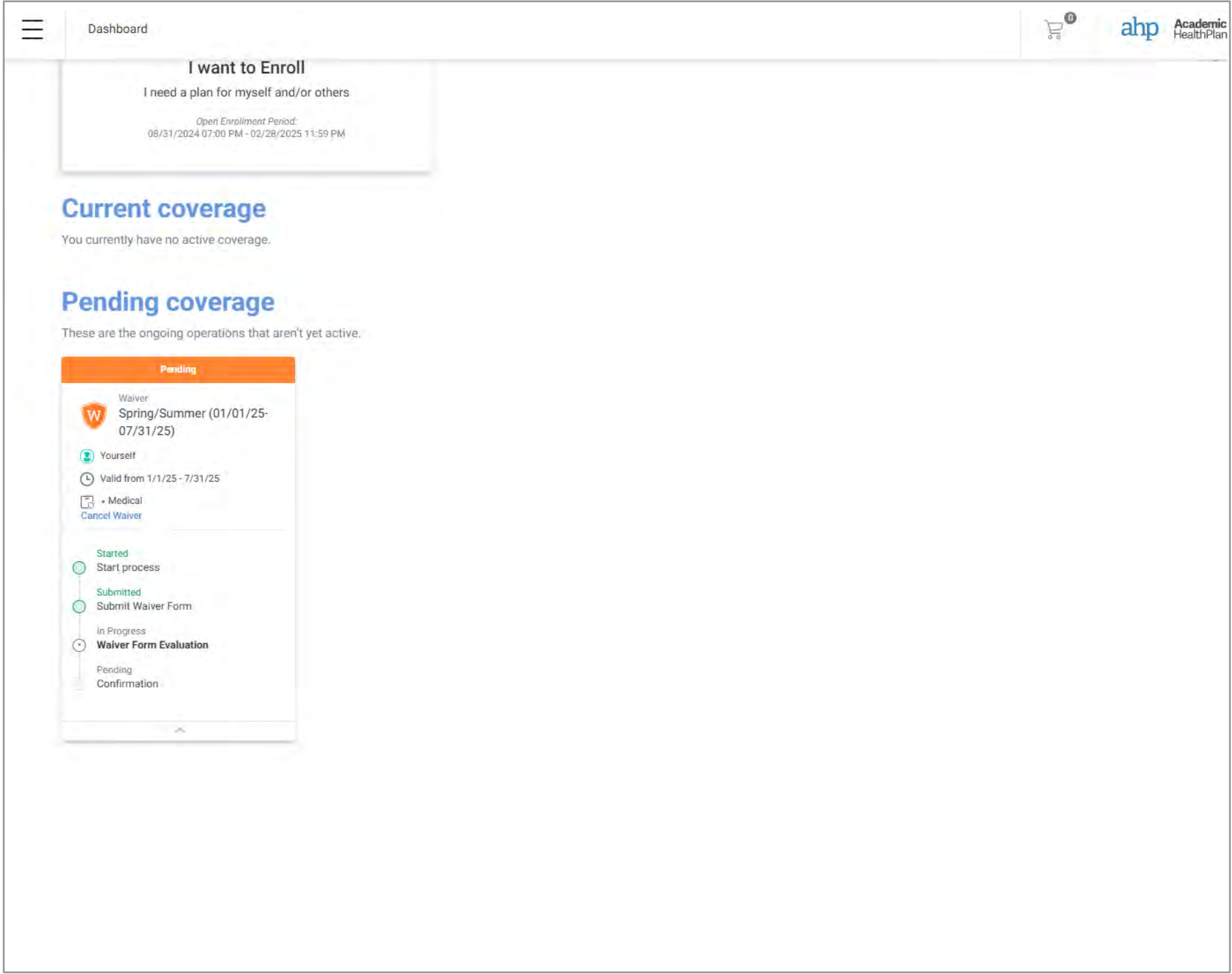
This is the final step of the enrollment process. Confirm that everything looks good, then submit your payment to finalize.

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.



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.

THIS SECTION ONLY APPLIES TO SCHOOLS THAT HAVE DEPENDENT ENROLLMENT AVAILABLE.

← Back to Admin

You are logged in as Test Student

Dashboard

Welcome, Test Student.

Let’s get some coverage!

Please select the option that best applies to you.

1

I want to Enroll

I need a plan for myself and/or others.

Open Enrollment Period:

04/01/2025 07:00 PM - 10/31/2025 06:59 PM

Current coverage

You currently have no active coverage.

Pending coverage

These are the ongoing operations that aren’t yet active.

Enroll a Dependent

- 1 Click I Want to Enroll

Dashboard > Enrollment > Plan Configuration

Select your plan

Pick the coverage that's right for you!

Annual Medical

Primary

Coverage starts: August 1, 2025

Coverage ends: July 31, 2026

\$2,506.01

Starting from

1 Premium Cost Breakout

Guardian Dental (Link tbd)

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 this coverage and then come back to continue your enrollment with AHP.

[Click here to go to page.](#)

Who is it for?

Select any dependents you would like to add to this plan. Your primary coverage is selected by default.

1

New dependent

Spouse or Child

Test Student

Yourself

Enroll a Dependent

- 1 Click New Dependent

Dashboard > Enrollment > Plan Configuration

Select your plan

Pick the coverage that's right for you!

Annual Medical

Primary

Coverage starts: August 1, 2025

Coverage ends: July 31, 2026

Premium Cost Breakout

\$2,506.01

Starting from

Guardian Dental (Link tbd)

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 this coverage and then come back to continue your enrollment with AHP.

Click here to go to page.

Who is it for?

Select any dependents you would like to add to this plan. Your primary coverage is selected by default.

New dependent

Spouse or Child

Test Student

Yourself

Add New Dependent

1

Type *

Spouse

First Name *

Test

Middle Name

Last Name *

Spouse

Gender *

Male

Date of birth *

01/01/2005

Social Security Number (SSN)

Cancel

Save

Enroll a Dependent

1 Enter dependent details and save

Dashboard

2. GET COVERAGE (ENROLL)

Dashboard > Enrollment > Plan Configuration

Select your plan

Pick the coverage that's right for you!

Annual Medical

Primary

Coverage starts: August 1, 2025

Coverage ends: July 31, 2026

Premium Cost Breakout

\$2,506.01

Starting from

Guardian Dental (Link tbd)

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 this coverage and then come back to continue your enrollment with AHP.

[Click here to go to page.](#)

Who is it for?

Select any dependents you would like to add to this plan. Your primary coverage is selected by default.

New dependent

Spouse or Child

Test Student

Yourself

1

Test Spouse

Spouse

Cancel Enrollment

2

Add to Cart

Proceed to checkout

Enroll a Dependent

1 Select spouse

2 Click add to cart

To add another dependent, click New Dependent again and follow the same steps. When you are ready to checkout, click proceed to checkout.

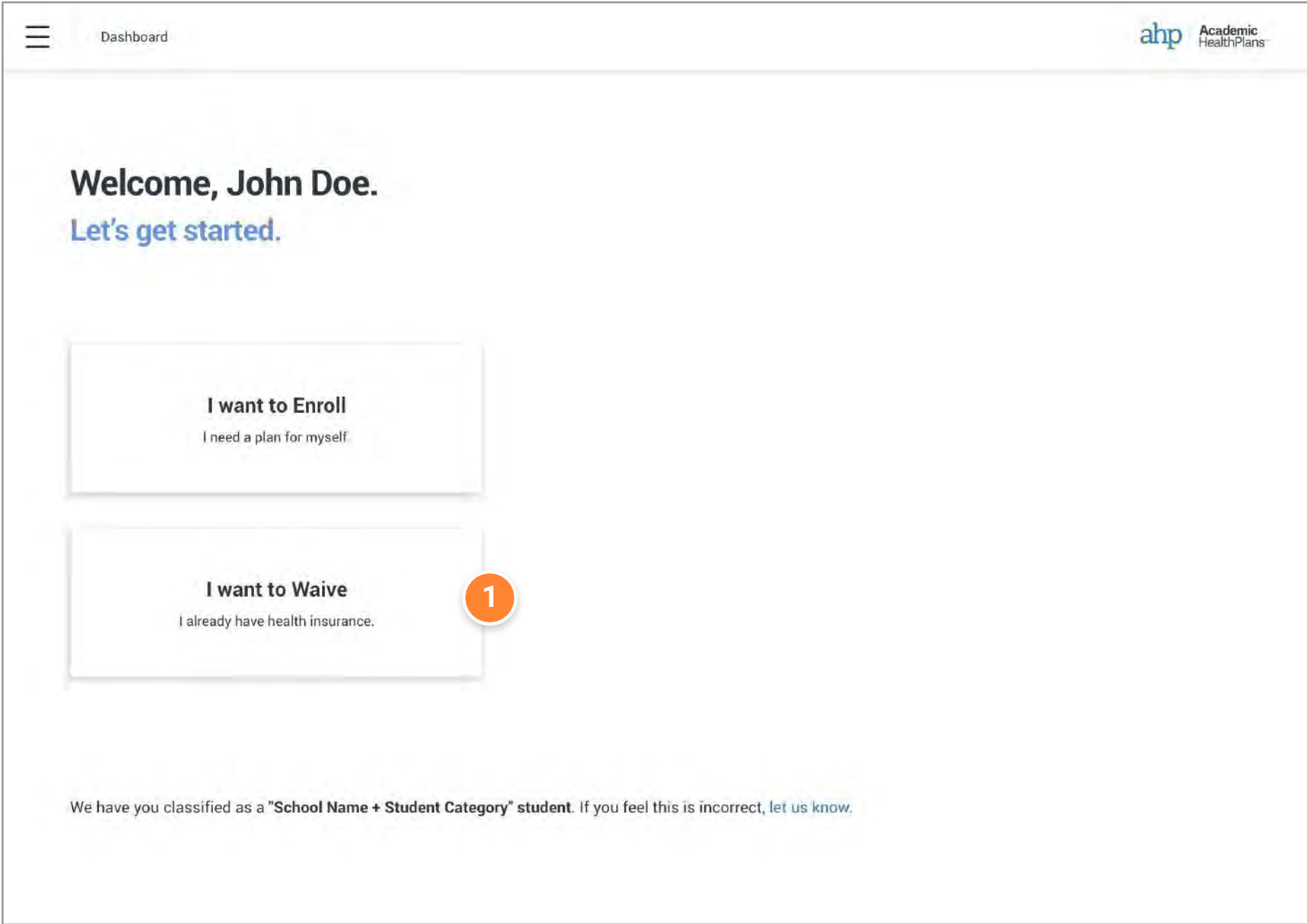
Dashboard

2. GET COVERAGE (ENROLL)

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.

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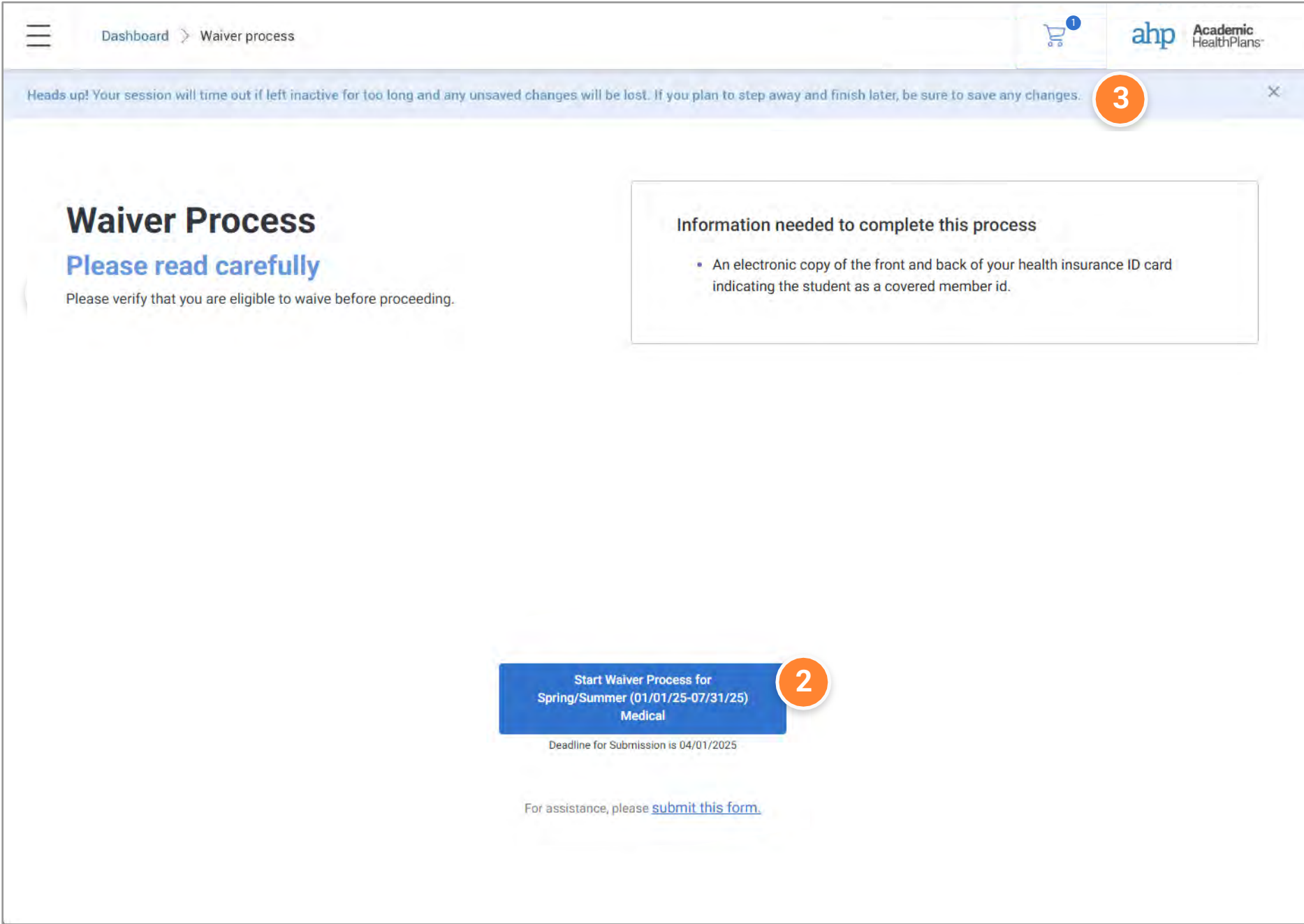
How to Waive Coverage

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.



Waiver Criteria

1 Waiver Criteria

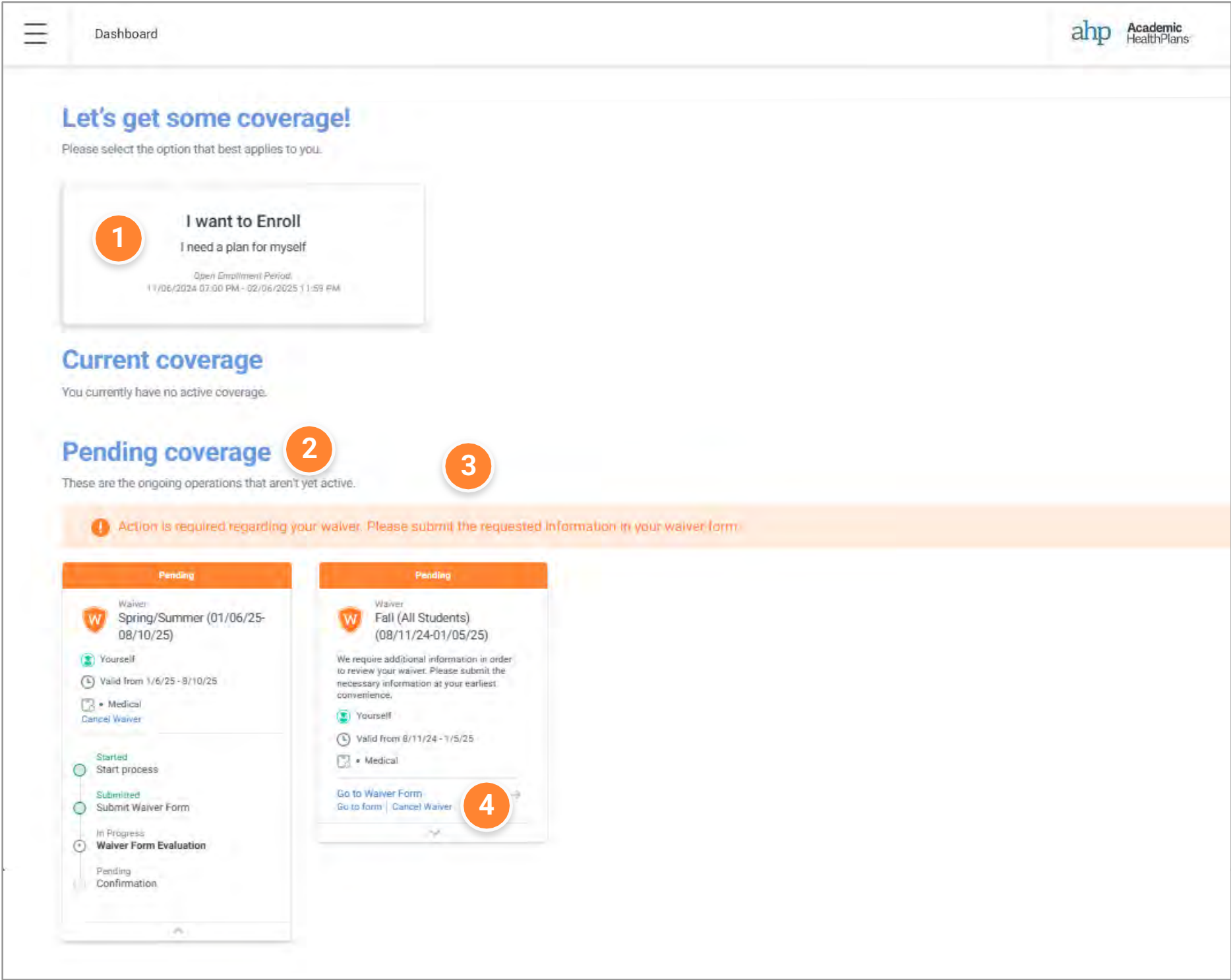
The requirements your insurance coverage need to meet will be outlined here. Be sure to read through the criteria to know what you'll need to submit on the following screens.

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.



Waiver Submitted

After you have successfully submitted your waiver, your dashboard will automatically change to show you your status. Your information may be reviewed by our representatives, or approved manually.

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

1 Current Status

2 Pending Coverage

The pending coverage will show you where you are in the process.

3 Status Summary

A brief explanation of the current status of your waiver will be provided on the main dashboard.

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

Waiver Request Form

Purpose of Waiver Form

Eligible students are enrolled in 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 your plan meets the waiver requirements. 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 [help.ahpcare.com](#).

Documentation of Alternate Health Insurance

Attach a copy of the front and back of your medical insurance card.

All documents must be in English and U.S. currency. Please allow 5-7 business days to receive your waiver submission results.

Attach Supporting Documentation (DO NOT use special characters in attachment name. Give each attachment a unique name. Your attachment(s) size cannot exceed 25 Mb)

1

Attach File 1 *

Choose File

jane doe test.docx

Attach File 2

Choose File

No file chosen

Attach File 3

Choose File

No file chosen

Attach File 4

Choose File

No file chosen

Student Information

2

First Name *

Test

Middle Name

Last Name *

AHPstudent

Gender *

Female

Date of Birth(MM/DD/YYYY) *

01/01/1990

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

If required, 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 asterisk (*).

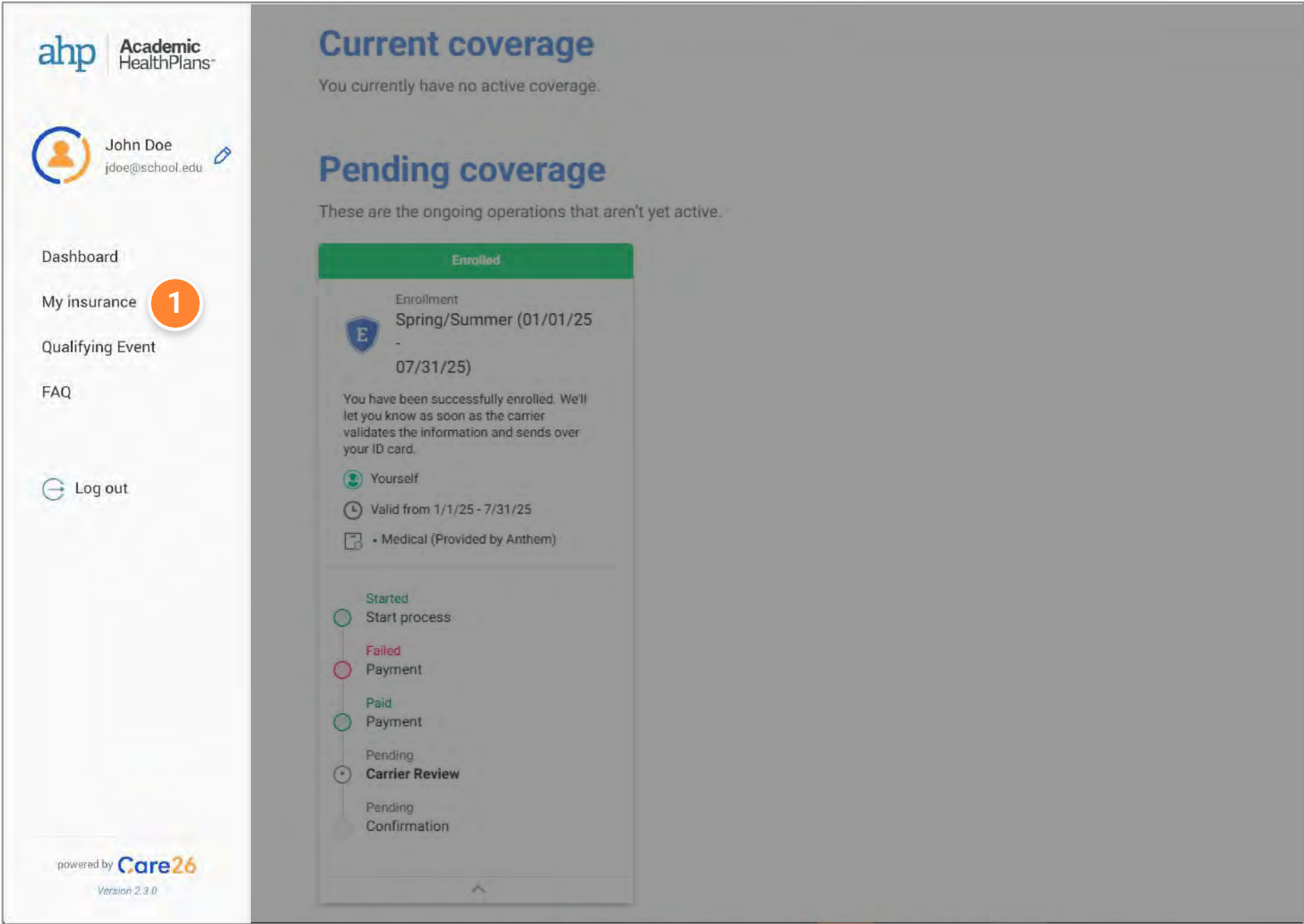
Waiver Form

3. WAIVE OUT OF COVERAGE

4. My Insurance

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

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Go to My Insurance

- 1 Access from the Main Menu

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

Dashboard > My Insurance

ahp Academic HealthPlans

| 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

ahp Academic HealthPlans

| Action taken | Member Coverage |
|---------------------|-----------------|
| Enrollment (Online) | Student |
| Waiver | Student |
| Enrollment (Online) | Dependents |
| Waiver | Student |
| Waiver | Student |
| Enrollment (Online) | Dependents |
| Enrollment (Online) | Student |
| Enrollment (Online) | Student |
| Waiver | Student |

2

Waiver has been approved. Approved. Last changed on 04/13/2021 04:23 PM

Order: 003486

1 WAIVER

1

X

School: School Name

Covered period: Fall

Student Category: Domestic (on-campus)

Effective date: 08/01/2020

Termination date: 12/31/2020

Tags:

Attachments

Insurance Policy

Last updated 04/13/2021 04:21 PM

Submissions

| Form submission | Last modified | Attachments | Zirmed response |
|--------------------|---|----------------|-------------------|
| Form Submission #1 | 04/13/2021 12:51 PM by student (FirstName5536 Automation7114) | <div>PDF</div> | <div>FAILED</div> |

Notifications

| Sent on | Notification Name | Notification Category | Sent by | Sent to | Trigger |
|---------------------|-------------------|-----------------------|---------|--------------|--------------|
| 04/13/2021 04:23 PM | Waiver Approved | Waiver | System | <div>1</div> | <div>3</div> |
| 04/13/2021 12:51 PM | Waiver Submitted | Waiver | System | <div>1</div> | <div>3</div> |

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.

Care26