

Student User Guide





Student Experience

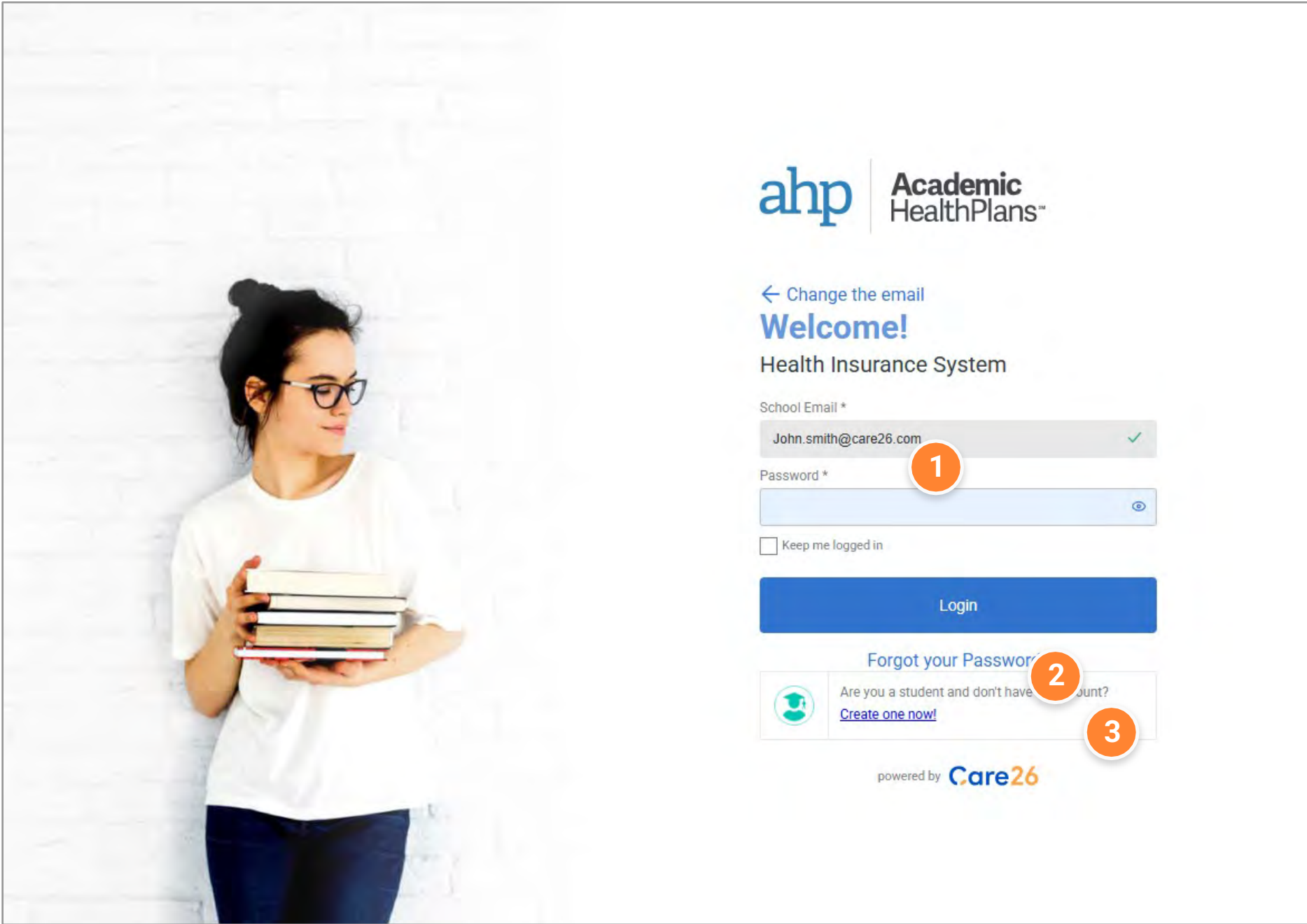
Manage your health insurance quickly and easily.

1. Creating an account
2. Get coverage (Enroll)
3. 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

2

2

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

1

1

Let's get some coverage!

Please select the option that best applies to you.

3

3

Current coverage

You currently have no active coverage.

2

2

Pending coverage

You currently have no pending or ongoing coverage operations.

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.

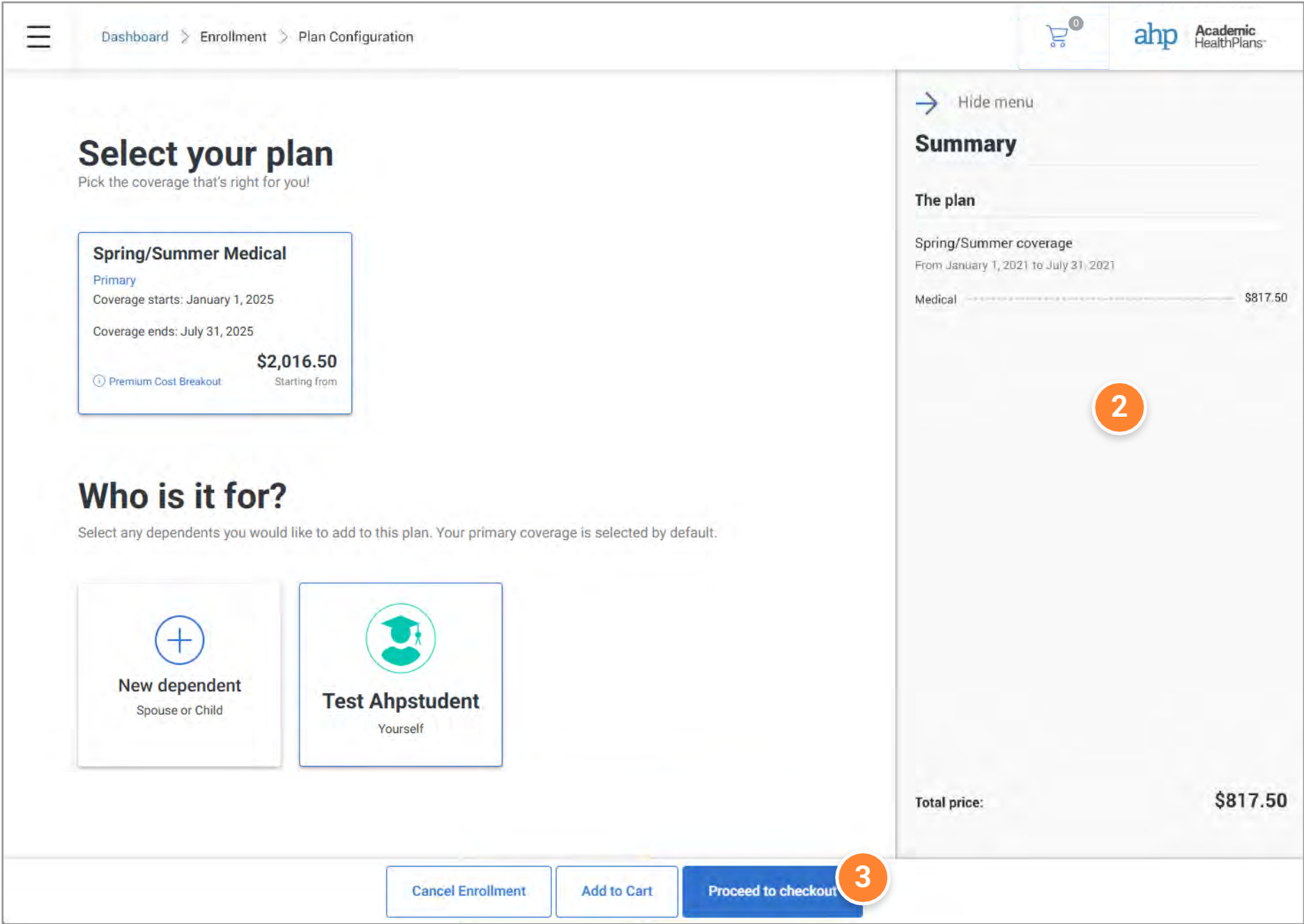
If this option is not available, the enrollment period may not be open, or your school may not offer voluntary enrollment.

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.



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

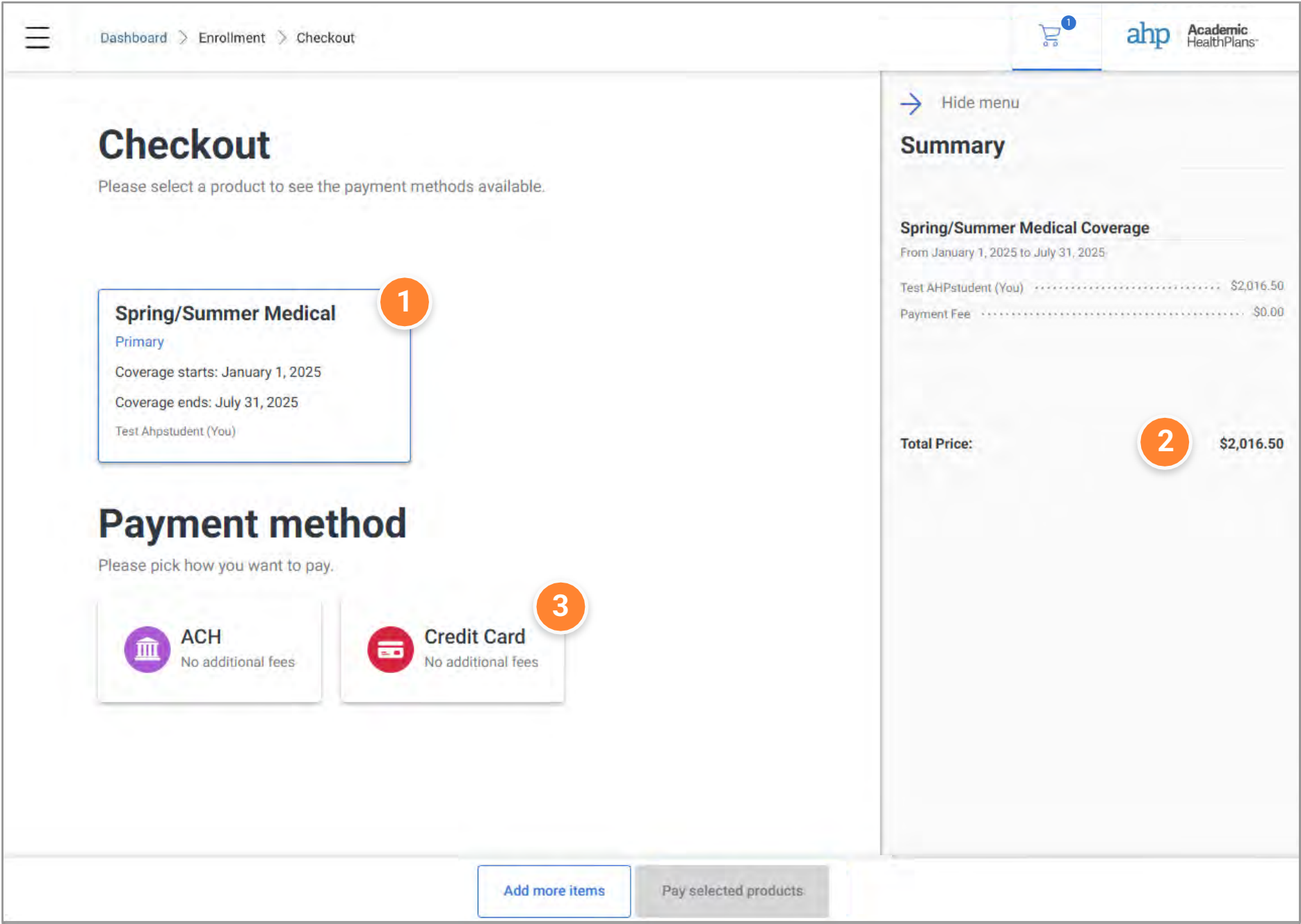
The Summary section will be populated with your selected options as you go.

3 Proceed to checkout

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

4 Optional Products

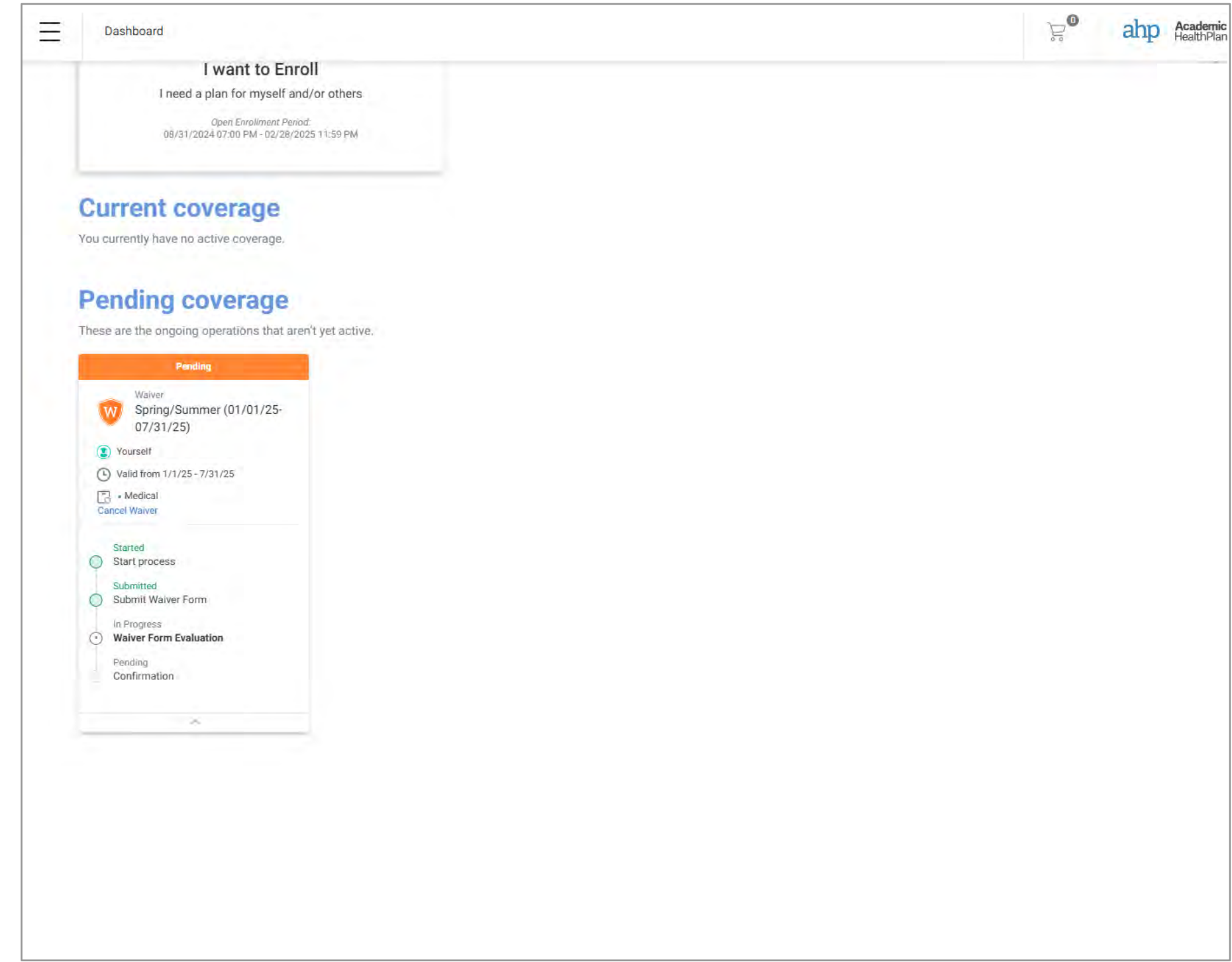
Some schools allow the purchase of additional coverage through third parties. Selecting one of these options will open a new tab in your browser to purchase the coverage separately.



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

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.

Optional

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

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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

1

Premium Cost Breakout

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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.

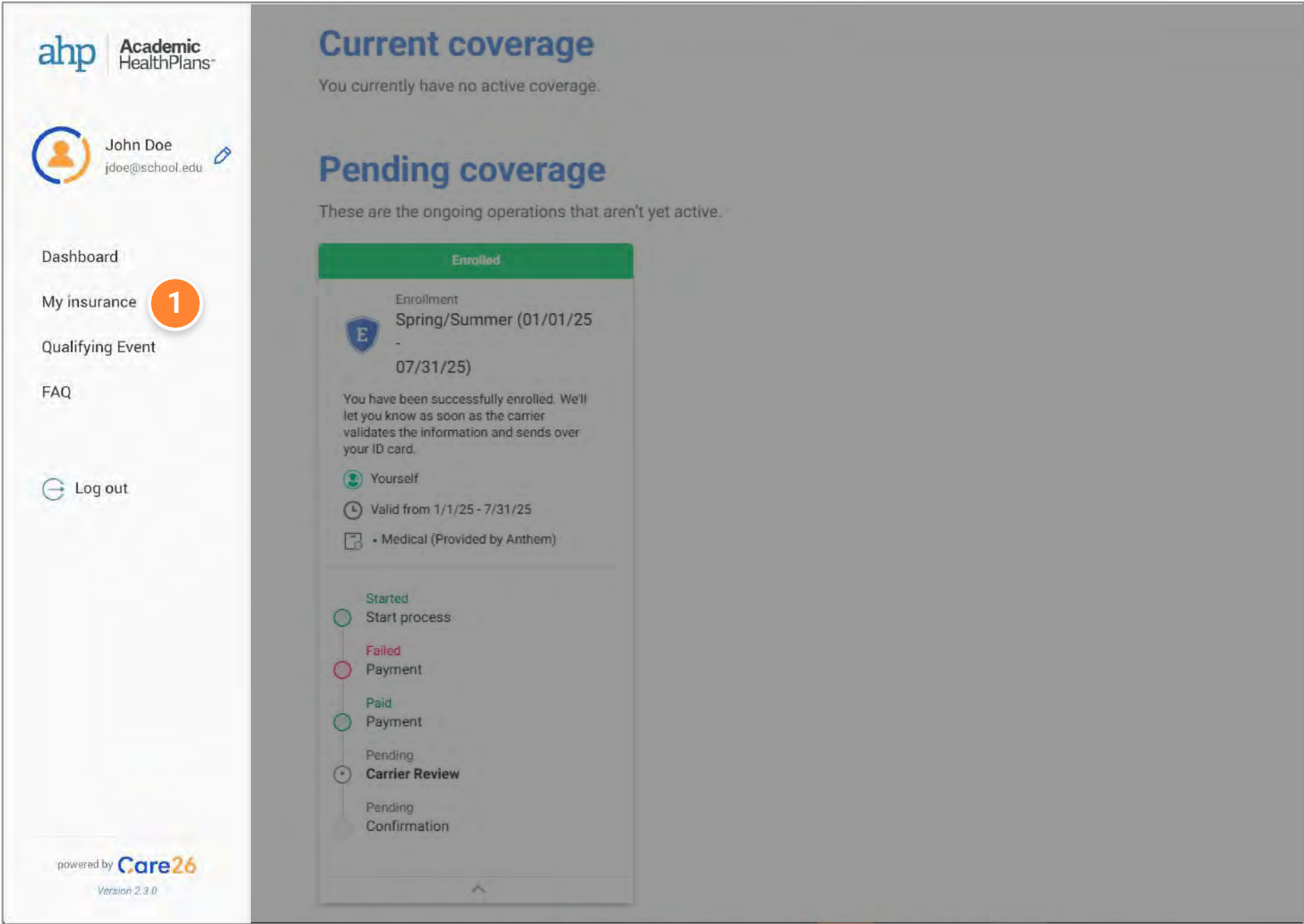
Dashboard

2. GET COVERAGE (ENROLL)

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

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)	B	FAILED

Notifications

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

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