

Student User Guide

The image is a collage of screenshots from the Care26 platform, designed to help students navigate their coverage options. It includes:

- A coverage card for Lauren Wilson, showing details like Policy Number (2020-1234-0001), Member ID (12345678), and Rx Benefit Manager (OPTUMRX). It also includes a QR code and download links for a certificate of coverage.
- A welcome screen for the Academic HealthPlans Health Insurance System, prompting users to enter their school email and proceed to the next step.
- A screenshot of a waiver agreement page, showing a table of waiver details and a large "Waiver Agreement (6)" section.



Student Experience

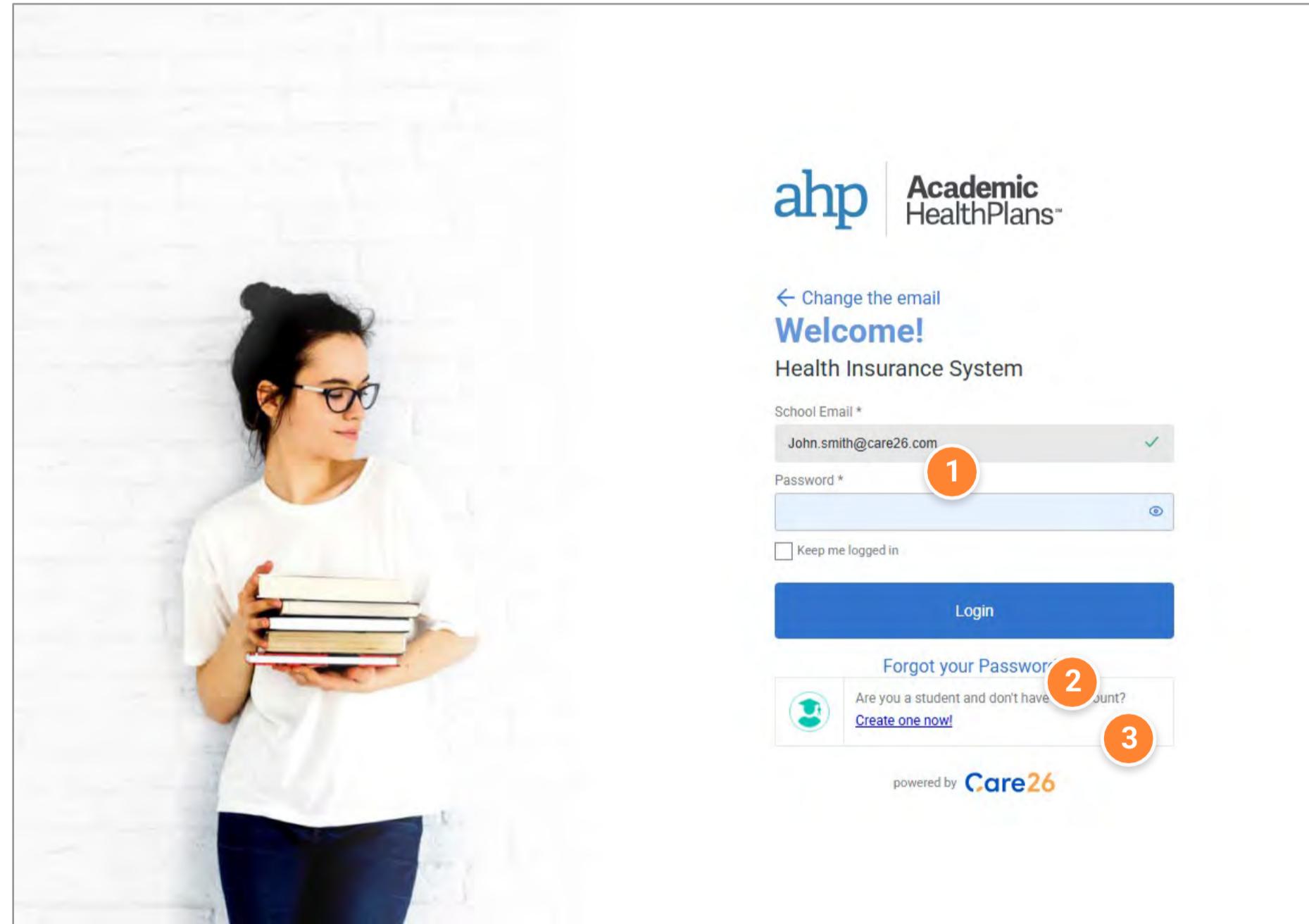
Manage your health insurance quickly and easily.

- 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 ✓
School *
Student Category * Not sure?

This is your primary email account!

Student ID * 1

2 Personal Information

3 Contact Information

4 Agree to Terms

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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The screenshot shows the Care26 dashboard with the following elements:

- Header:** Dashboard (with a circled '3' icon) and a pull-out menu icon.
- Welcome Message:** Welcome, Test Ahpstudent.
- Section: Let's get some coverage!**

Please select the option that best applies to you.

 - 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. **1**
 - I want to Waive:** I already have health insurance. **Waiver Period:** 08/31/2024 07:00 PM - 03/31/2025 11:59 PM.
- Section: Current coverage**

You currently have no active coverage.
- Section: Pending coverage**

You currently have no pending or ongoing coverage operations.
- Bottom Note:** 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.

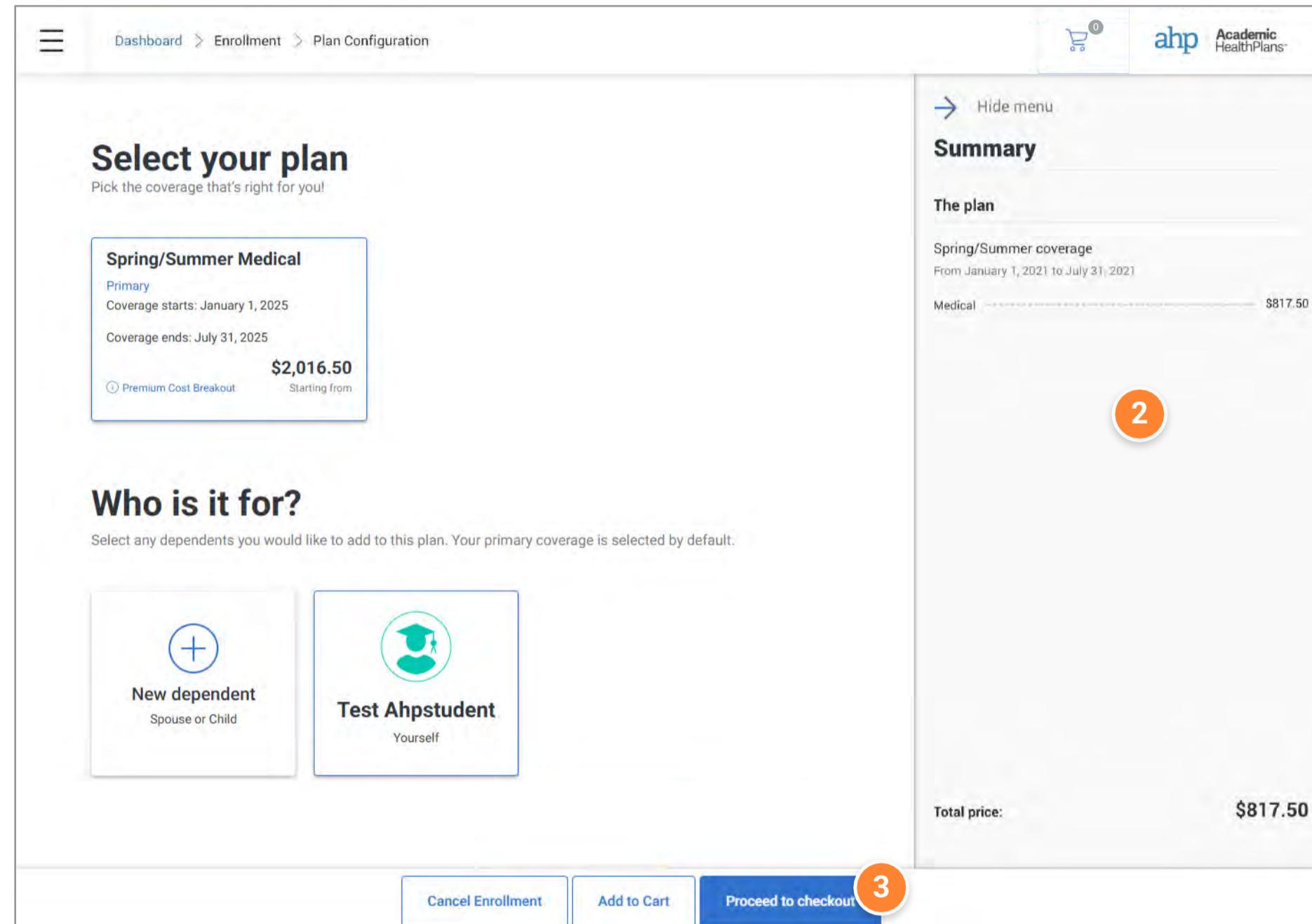
If this option is not available, the enrollment period may not be open, or your school may not offer voluntary enrollment.

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.



The screenshot shows the Care26 enrollment process. The top navigation bar includes 'Dashboard', 'Enrollment', and 'Plan Configuration'. The 'ahp Academic HealthPlans' logo is in the top right. The main content area has two main sections:

- Select your plan:** This section shows a plan for 'Spring/Summer Medical' with a primary coverage period from January 1, 2025, to July 31, 2025, at a total price of \$2,016.50. It includes a 'Premium Cost Breakout' starting from \$817.50. A callout '2' is positioned to the right of this section.
- Summary:** This section displays the selected plan details: 'Spring/Summer coverage' from January 1, 2021 to July 31, 2021, with a 'Medical' coverage type and a total price of \$817.50. A callout '3' is positioned to the right of this section.

Below these sections, the 'Who is it for?' section lists dependents: 'New dependent Spouse or Child' and 'Test Ahpstudent Yourself'. At the bottom are buttons for 'Cancel Enrollment', 'Add to Cart', and 'Proceed to checkout' (which is highlighted with a callout '3').

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.

The screenshot shows the Care26 Checkout page. At the top, there is a navigation bar with 'Dashboard > Enrollment > Checkout'. The main content area is divided into two main sections: 'Checkout' on the left and 'Summary' on the right.

Checkout (Left):

- Spring/Summer Medical** (Primary):
 - Coverage starts: January 1, 2025
 - Coverage ends: July 31, 2025
 - Test Ahpstudent (You)

Payment method (Bottom):

- ACH (No additional fees)
- Credit Card (No additional fees)

Summary (Right):

Spring/Summer Medical Coverage
From January 1, 2025 to July 31, 2025

Test Ahpstudent (You)	\$2,016.50
Payment Fee	\$0.00
Total Price:	2	\$2,016.50

Buttons at the bottom:

- Add more items
- Pay selected products

Three orange circles with numbers 1, 2, and 3 are overlaid on the page, pointing to the coverage selection, total price, and payment method sections respectively.

Checkout

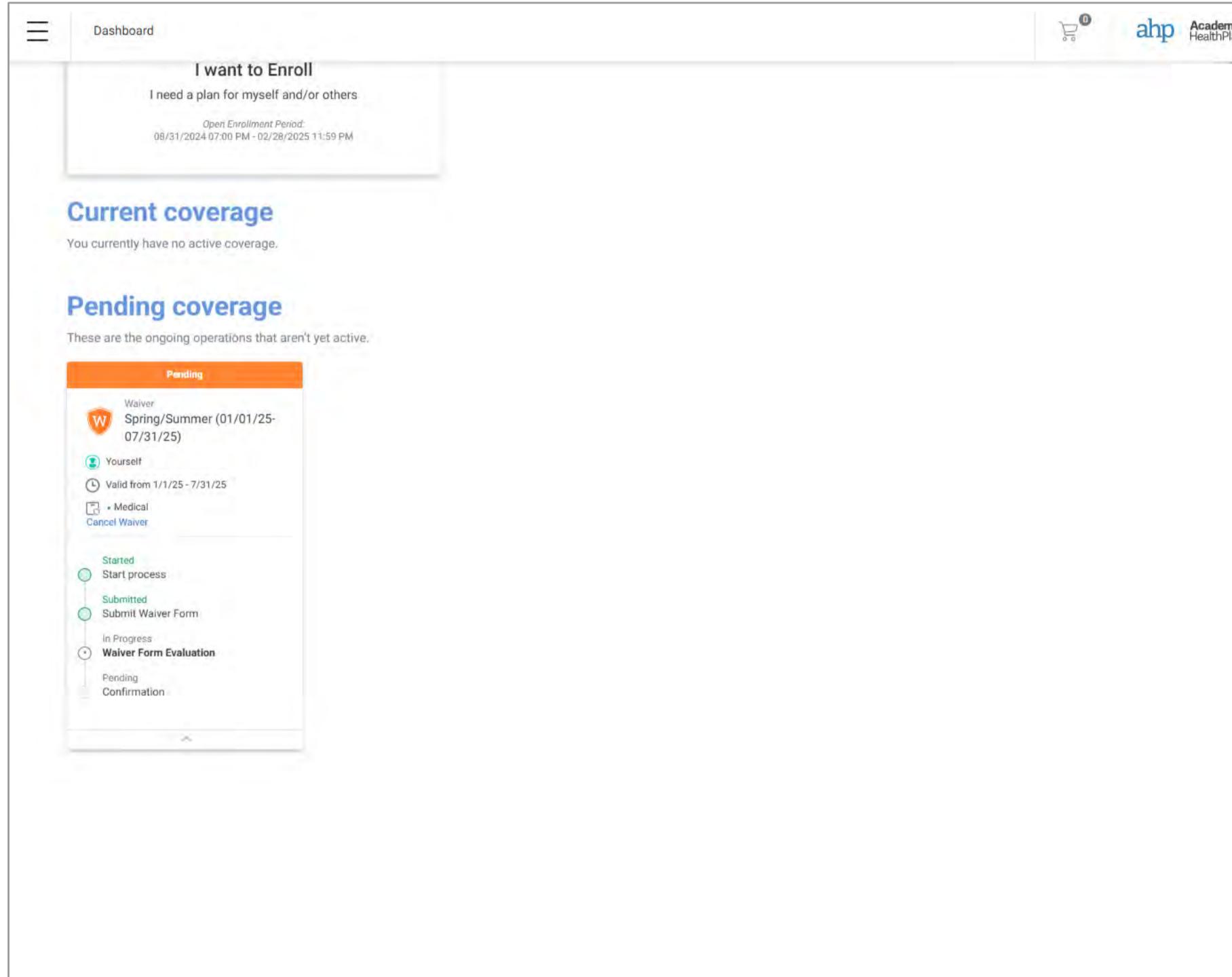
This is the final step of the enrollment process. Confirm that everything looks good, then submit your payment to finalize.

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.



The screenshot shows the Care26 dashboard. At the top, there is a header with a menu icon, 'Dashboard', a shopping cart icon with a notification (1), and the 'ahp Academic HealthPlan' logo. Below the header, there is a section titled 'I want to Enroll' with the sub-section 'Current coverage'. It displays a message: 'You currently have no active coverage.' Under 'Pending coverage', it says: 'These are the ongoing operations that aren't yet active.' A detailed list of pending operations is shown, including a 'Waiver Spring/Summer (01/01/25-07/31/25)' entry for 'Yourself' with a valid period from 1/1/25 to 7/31/25. The status of this waiver is 'Waiver Form Evaluation' (In Progress), with a 'Pending Confirmation' note. The list also includes 'Started' and 'Submitted' status items: 'Start process' and 'Submit Waiver Form'.

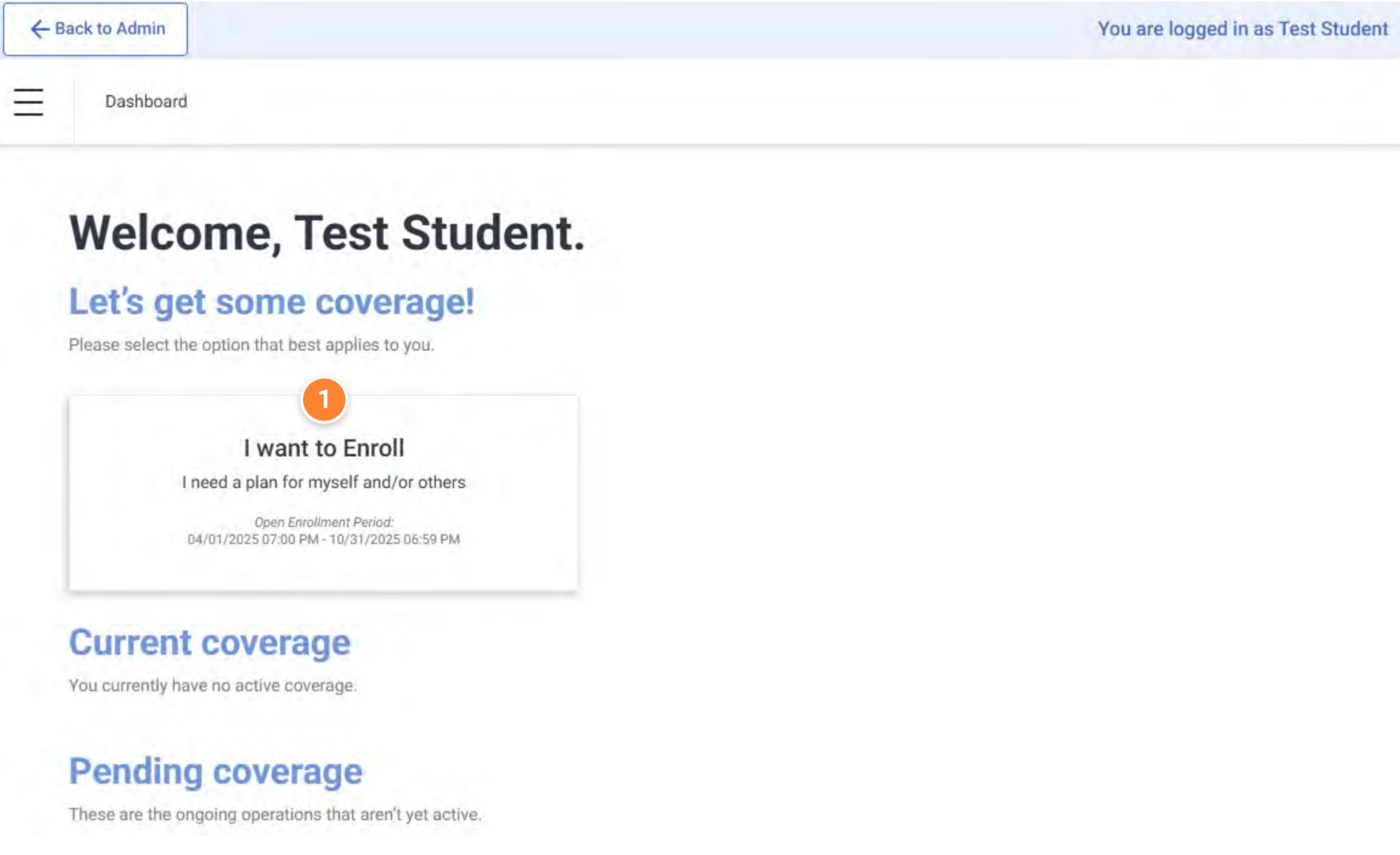
Ongoing Enrollment

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
 ⓘ Premium Cost Breakout 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.

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
\$2,506.01
Starting from
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.

New dependent Spouse or Child

Test Student Yourself

Add New Dependent

1

Type *
Spouse

First Name *
Test

Middle Name

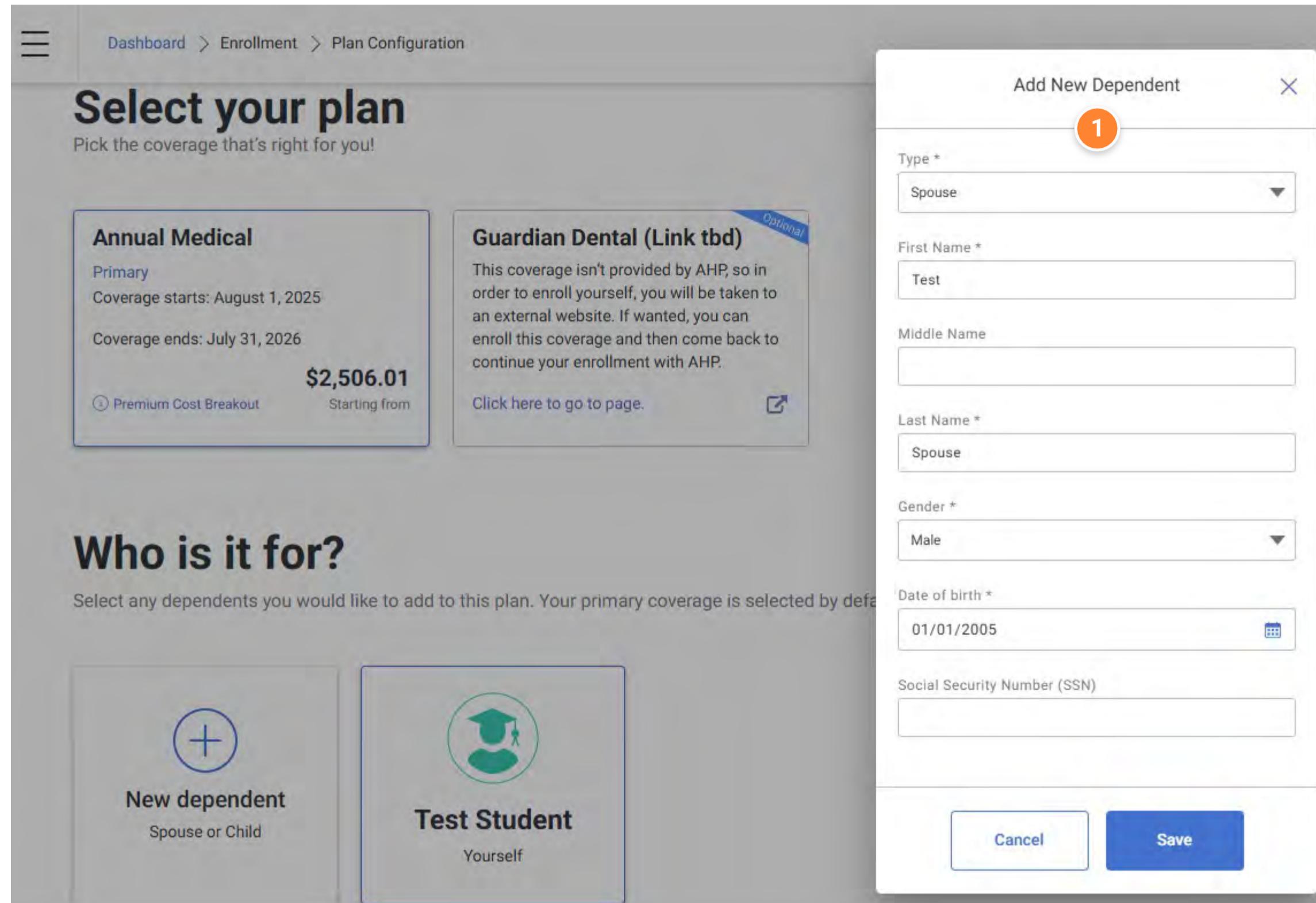
Last Name *
Spouse

Gender *
Male

Date of birth *
01/01/2005

Social Security Number (SSN)

Cancel Save



Enroll a Dependent

1 Enter dependent details and save

Dashboard > 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
 ⓘ Premium Cost Breakout Starting from

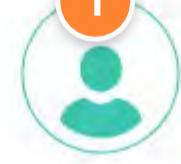
Guardian Dental (Link tbd) Optional
This coverage isn't provided by AHP, so in order to enroll yourself, you will be taken to an external website. If wanted, you can enroll this coverage and then come back to continue your enrollment with AHP.
[Click here to go to page.](#) 

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

 **Test Spouse**
Spouse

 [Cancel Enrollment](#)  [Add to Cart](#) [Proceed to checkout](#)

Enroll a Dependent

1 Select spouse

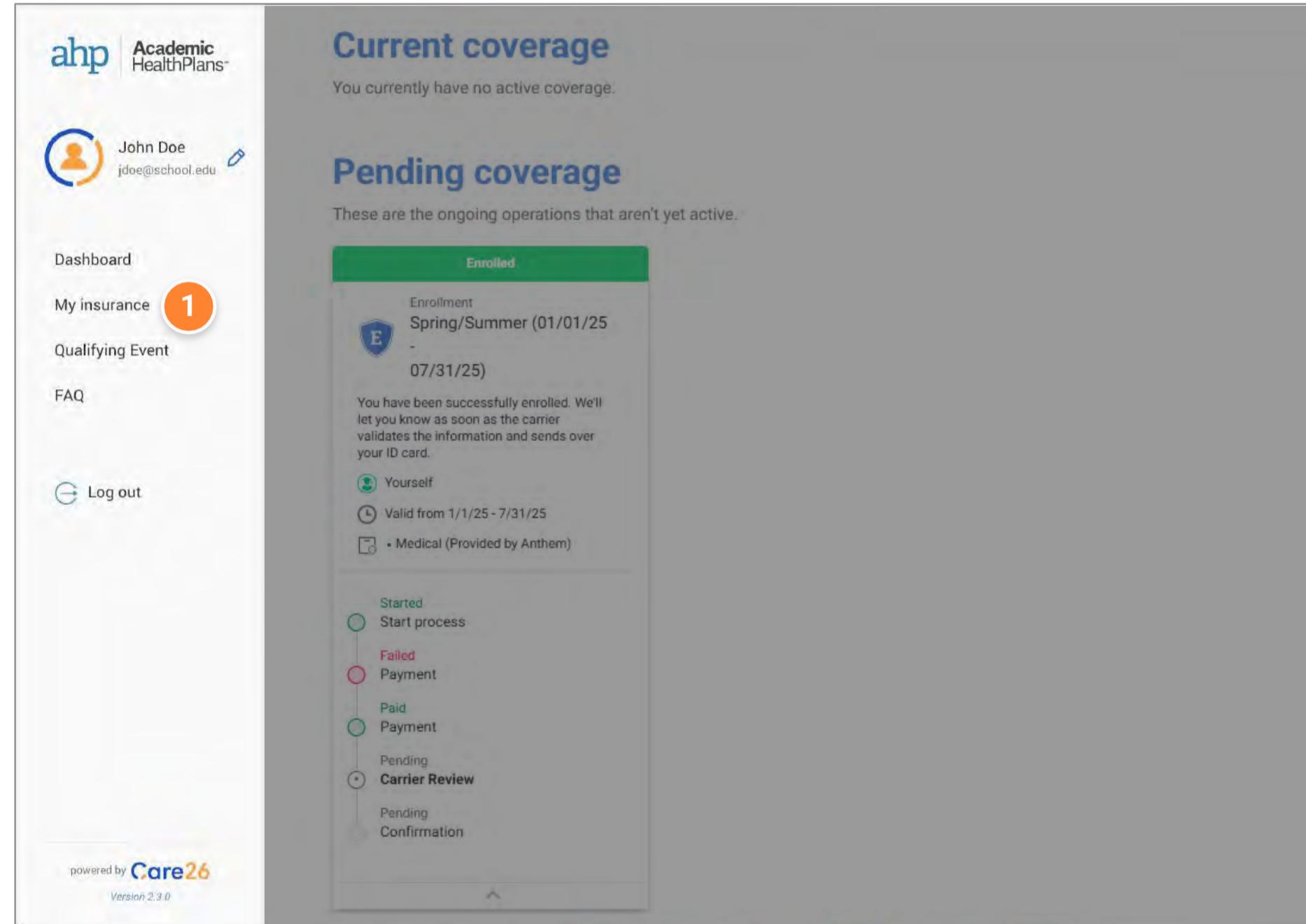
2 Click add to cart

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

4. My Insurance

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

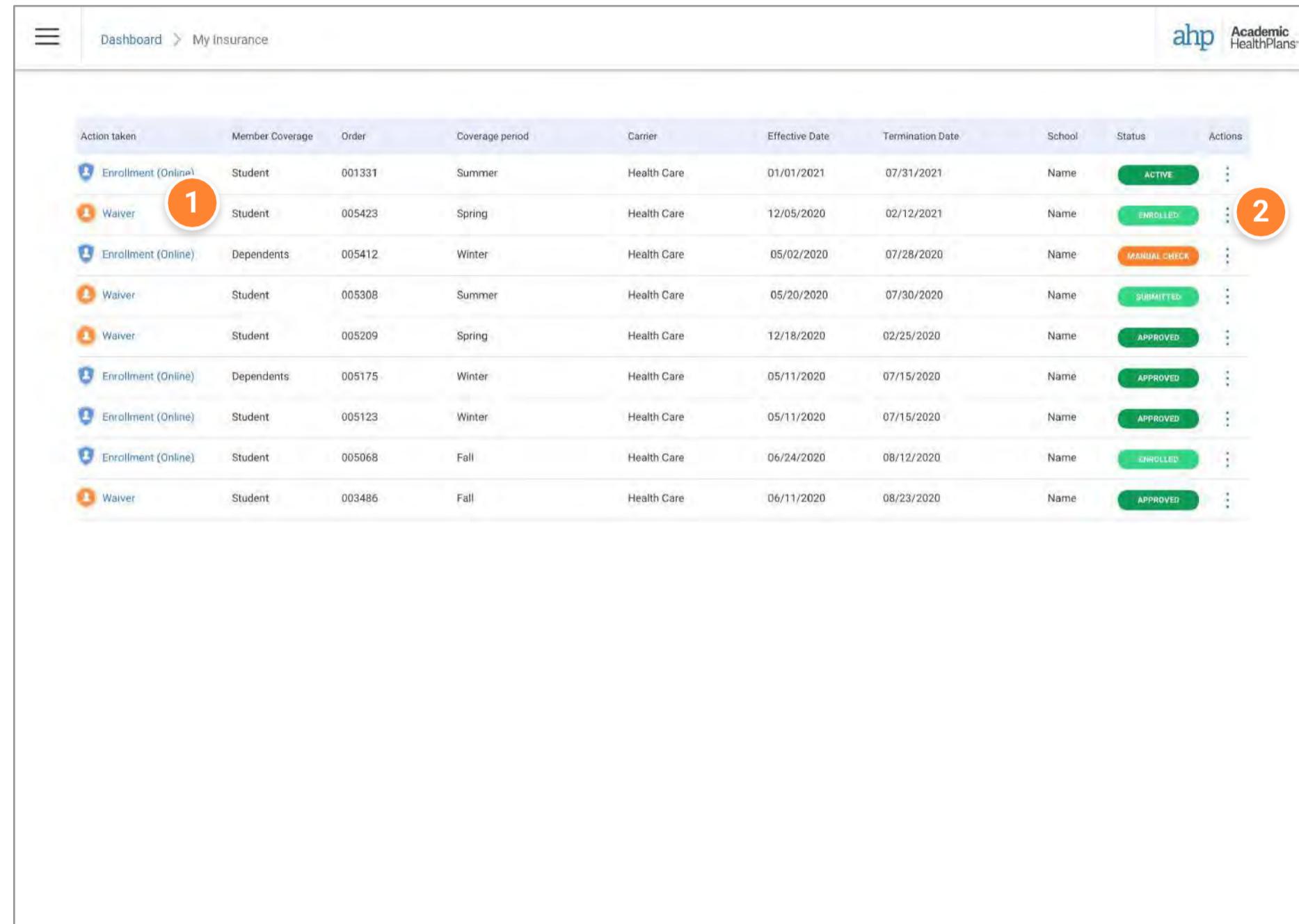
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Go to My Insurance

1 Access from the Main Menu

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



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

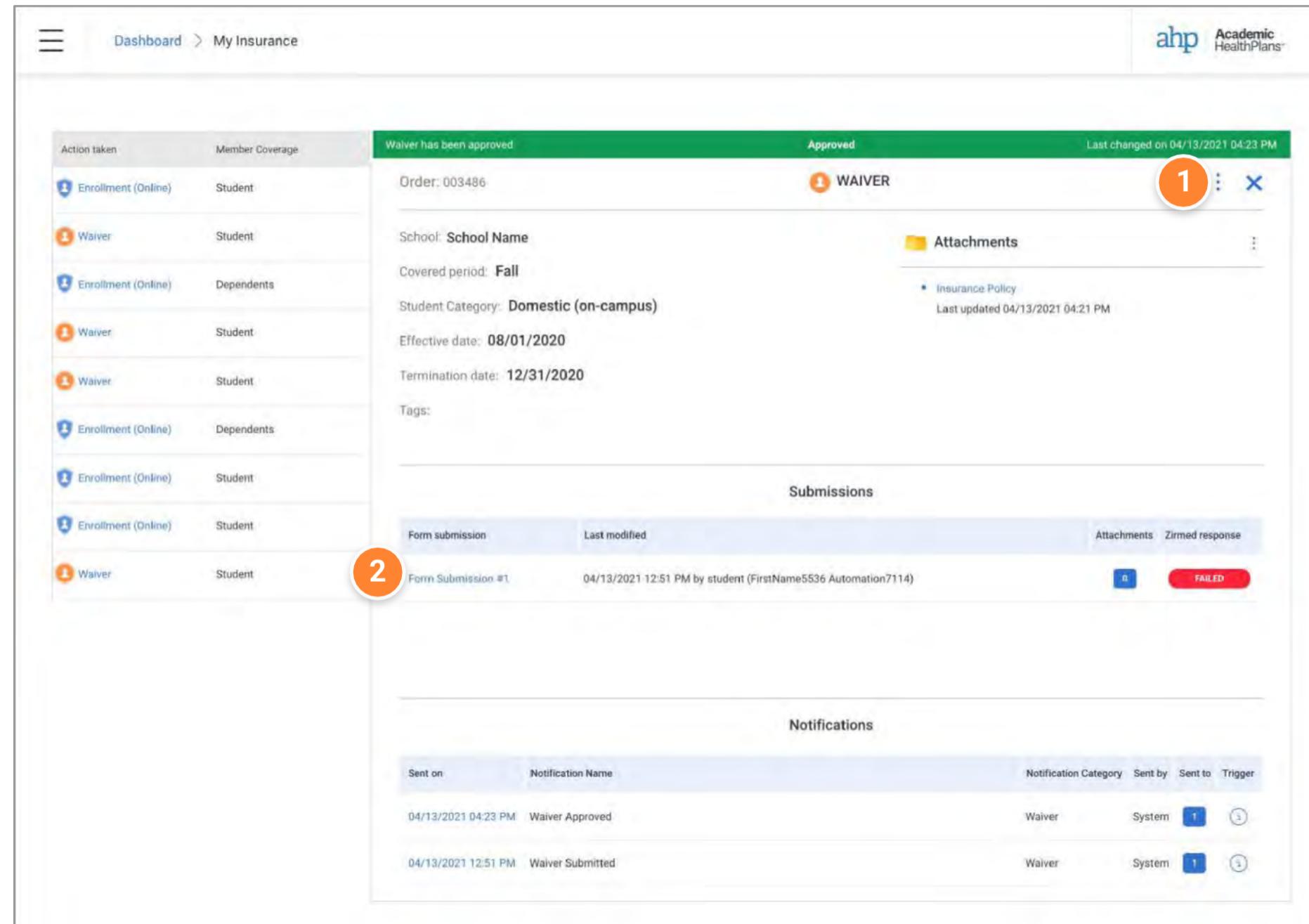
This is where you will find a complete list of all your enrollment and waiver submissions that we have on record.

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.



The screenshot shows the 'My Insurance' dashboard with a list of actions taken and member coverage. The main focus is on a 'Waiver has been approved' entry for Order: 003486, which is 'Approved' and was last changed on 04/13/2021 04:23 PM. A callout '1' points to the three-dot menu icon next to the status. Another callout '2' points to the 'Form Submission' table below, which lists a single submission from 04/13/2021 12:51 PM. The 'Attachments' section shows an 'Insurance Policy' last updated on the same date. The 'Notifications' section lists two entries: 'Waiver Approved' and 'Waiver Submitted', both sent on 04/13/2021.

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

Waiver has been approved

Order: 003486

Approved

Last changed on 04/13/2021 04:23 PM

1

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

2

Submissions

Form submission	Last modified	Attachments	Zirmed response
Form Submission #1	04/13/2021 12:51 PM by student (FirstName5536 Automation7114)	0	FAILED

Notifications

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

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