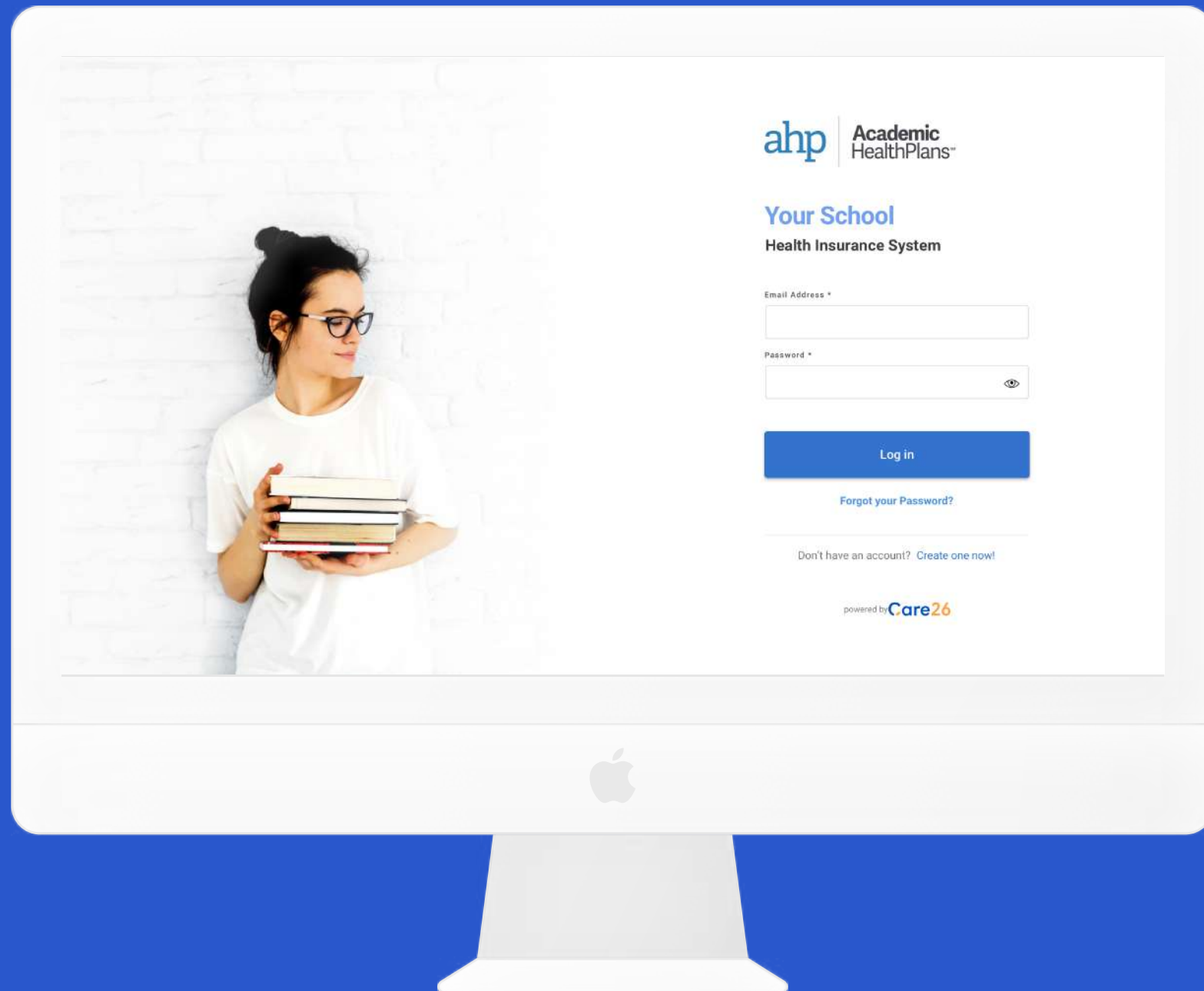


Care26

a product by ahp Academic HealthPlans

Student User Guide





Student Experience

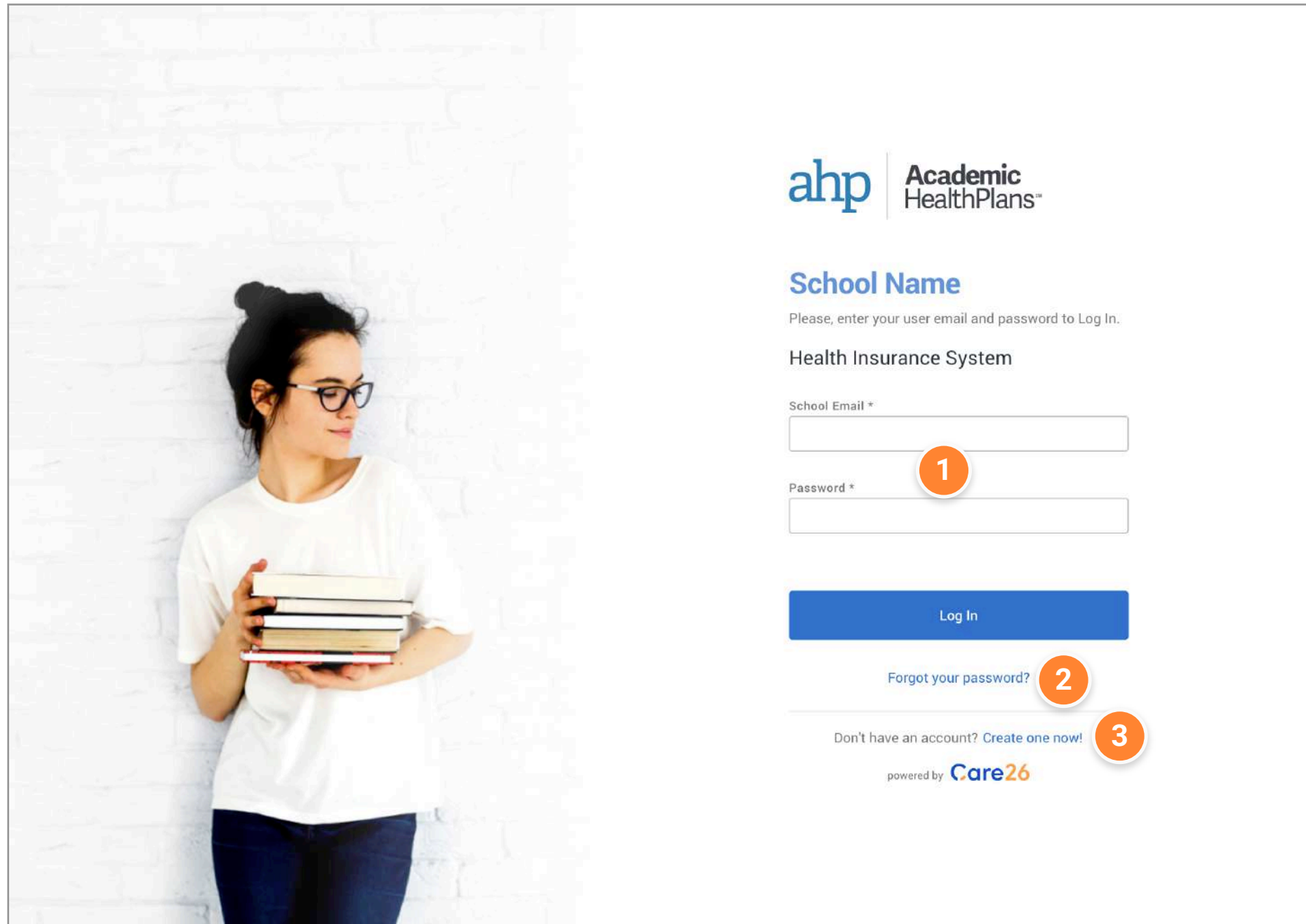
Manage your health insurance quickly and easily.

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, you will see a few fields to enter your username and 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.

1 Log in

Enter your email and password and click on the button to log in.

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 you do not see this option, then your school does not allow self-registration. You should receive the account confirmation email automatically when your school adds you to our system.*

The screenshot shows a 'Sign Up' form with three columns: Personal Information, School Information, and Contact Information. A 'Back to Login' link is in the top left. A 'Create account' button is at the bottom right. Three orange callout boxes with numbers 1, 2, and 3 are placed over the form: 1 is over the 'Last name' field, 2 is over the 'Create account' button, and 3 is over the 'Back to Login' link.

Sign Up

Personal Information

First Name * Middle Name

Last name *

Gender *

Date of birth *

Social Security Number *

I do not have a Social Security Number

School Information

School *

Student Category *

Student ID *

School Email *

Contact Information

Phone number

Address *

City *

State *

Zip code *

[Back to Login](#)

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.

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!

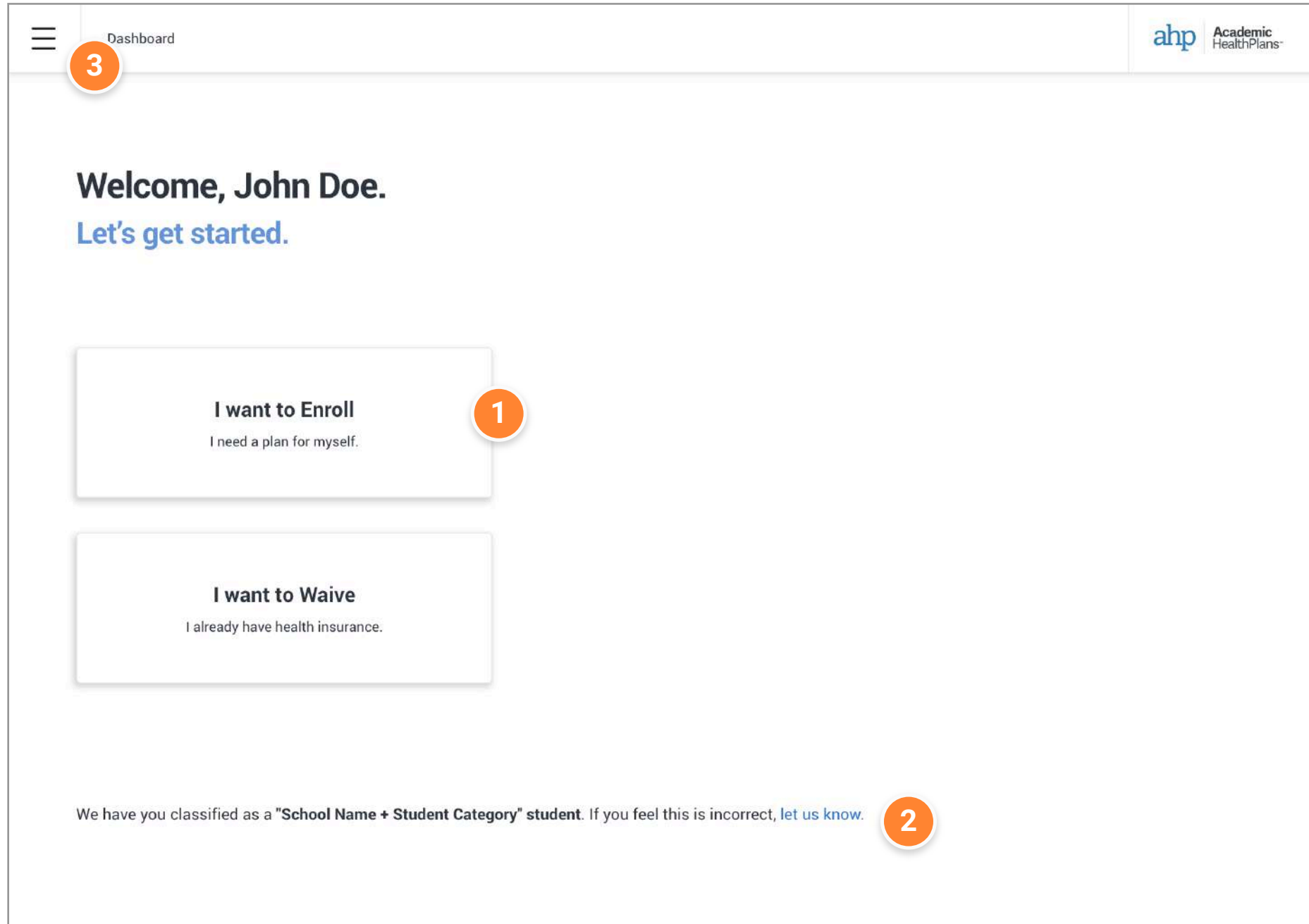
3 Cancel

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.

! Care26 is in continuous development and system enhancements will continue to be applied.
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Dashboard

ahp Academic HealthPlans™

3

Welcome, John Doe.
Let's get started.

I want to Enroll
I need a plan for myself. 1

I want to Waive
I already have health insurance. 2

We have you classified as a "School Name + Student Category" student. 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

Select your plan

Pick the coverage that's right for you!

Spring/Summer coverage

Coverage from January 1, 2021 to July 31, 2021

Medical \$817.50

\$817.50

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

[Click here to go to Cigna's page.](#)

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

[Click here to go to VSP's page.](#)

Hide menu

Summary

The plan

Spring/Summer coverage
From January 1, 2021 to July 31, 2021

Medical \$817.50

Total price: \$817.50

[Cancel Enrollment](#) [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.

Dashboard
ahp Academic HealthPlans™

Welcome, Lauren. School Name 2021-2022 SL

Current Coverage
You currently have no active coverage.

Pending Coverage
These are the ongoing operations that aren't yet active.

Enrolled

Enrollment
Fall 2021

Your enrollment has been successfully submitted. We will let you know as soon as the carrier validates your enrollment information and your ID card becomes available.

Yoursself

N/A

- Medical
- Dental
- Emergency

Enrolled

Enrollment
Fall 2021

Your enrollment has been successfully submitted. We will let you know as soon as the carrier validates your enrollment information and your ID card becomes available.

Richard Wilson (Spouse)

N/A

- Medical
- Dental
- Emergency

We have you classified as a **XXX Student Category**. This student category applies to {{StudentCategoryDescription}}. If you feel this is incorrect, let us know.

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.

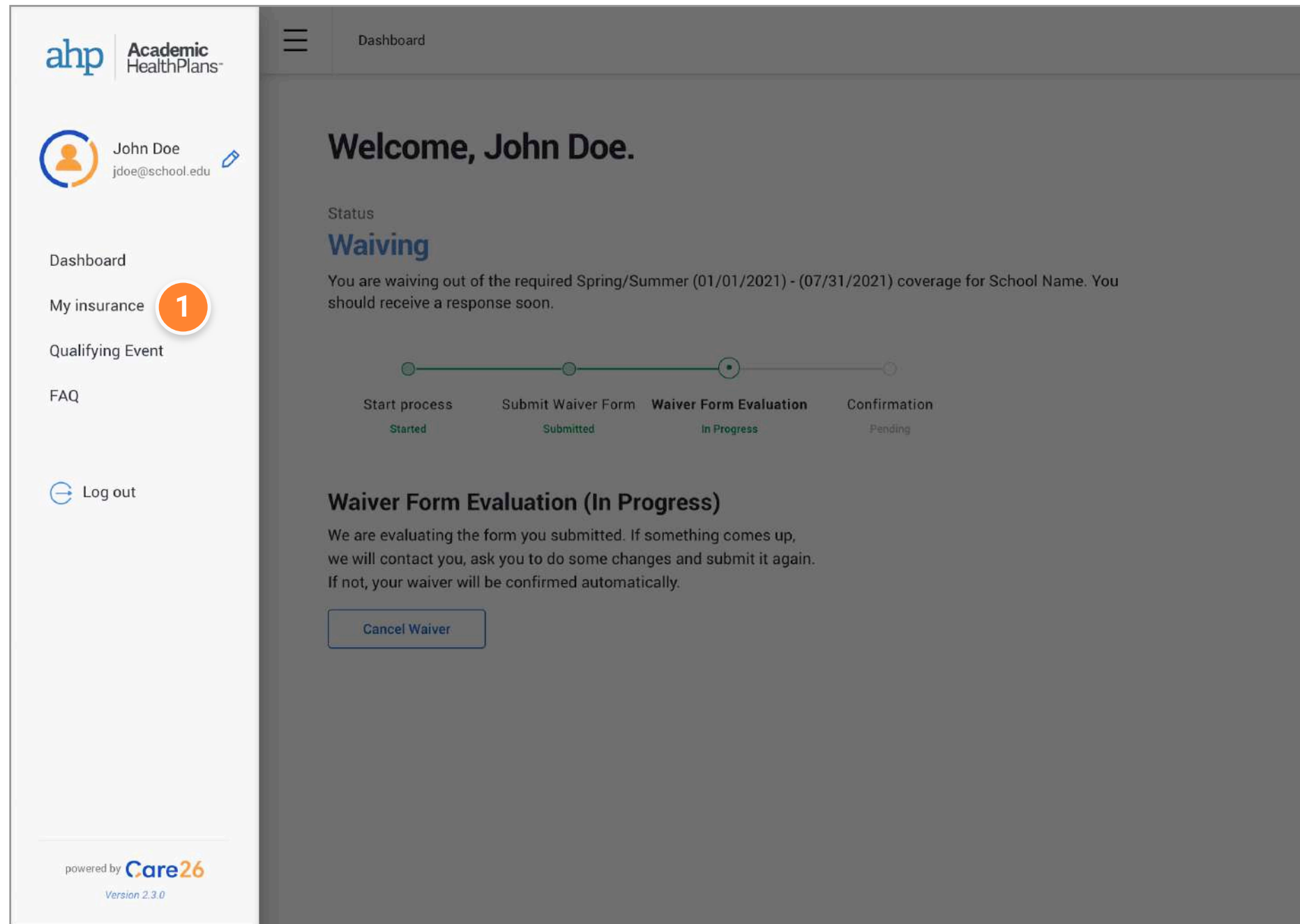
When the status of your enrollment changes, you will be notified by email and your dashboard will automatically update.

You will not be able to use your coverage until it has been activated and the coverage effective date begins.

3. My Insurance

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

ⓘ Care26 is in continuous development and system enhancements will continue to be applied. Screens shown are subject to change



Go to My Insurance

1 Access from the Main Menu

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

Dashboard > My Insurance

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
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Action taken	Member Coverage	Waiver has been approved																		
Enrollment (Online)	Student	Order: 003486 WAIVER 1																		
Waiver	Student	School: School Name Attachments																		
Enrollment (Online)	Dependents	Covered period: Fall Student Category: Domestic (on-campus) Effective date: 08/01/2020 Termination date: 12/31/2020 Tags:																		
Waiver	Student	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Form submission</th> <th>Last modified</th> <th>Attachments</th> <th>Zirmed response</th> </tr> </thead> <tbody> <tr> <td>Form Submission #1</td> <td>04/13/2021 12:51 PM by student (FirstName5536 Automation7114)</td> <td>0</td> <td>FAILED</td> </tr> </tbody> </table>	Form submission	Last modified	Attachments	Zirmed response	Form Submission #1	04/13/2021 12:51 PM by student (FirstName5536 Automation7114)	0	FAILED										
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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.

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