Student User Guide
Student Experience
Manage your health insurance quickly and easily.

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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.
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.

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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.
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. One of our representatives will review your information and you will be provided a response.

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

1 Current Status
2 Timeline
3 Status Summary
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.
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

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 (*).
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.
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.
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.