



IMPORTANT TIPS FOR WAIVER APPLICANTS

Beginning January 1, 2018, waiver deadlines will be strictly enforced so it is imperative that as a UK student that you do your part to ensure that your waiver application processes completely.

Below you find some tips that will help you be successful in completing the waiver process.

- **Be sure to add donotreply@ahpcare.com to your email account address book. This will ensure that any emails, sent by AHP, are not blocked by any filters or blacklisting.**
- **AHP will send an email to let you know if your waiver application has been approved, denied or if further action is required. If you do not receive an email within two weeks of your application, call AHP to follow up on your application.**
- **DO NOT ASSUME! Always double check your UK tuition account to verify that the SHP premium has actually been removed from your account.**
- **When a student has a balance due on their tuition account, UK sends out regular email and US mail notices to the student. These notices could often be an indication that there is still an unpaid premium charge on your account. Following up on those emails is a good way to ensure that you do not get stuck paying for insurance that you did not intend to have.**

Please note that effective January 1st, 2018, waivers will **NOT** be approved AFTER the waiver deadline for the following reasons:

- ❖ **Student waiver application is in pended status and student did not follow up within two weeks of waiver deadline.**
- ❖ **Student did not add donotreply@ahpcare.com to their email account address book within two weeks of waiver application submission.**
- ❖ **Student only discovers that the premium charge has not been removed from their tuition account because they discovered a hold on their account during the registration period for the upcoming semester. (Example: At the end of the Fall Semester, student attempts to register for the upcoming Spring semester and notices the hold on their account).**
- ❖ **AHP notifications were sent to an email address that the student does not check often.**
- ❖ **Student forgot to apply for the waiver.**
- ❖ **Student asserts that they did not receive any email notifications from AHP. Please note that neither UK nor AHP can be responsible for emails that are sent but not received by the student. Once an email is sent, neither entity has control over whether it populates into an individual inbox. Exceptions will not be granted in cases where documentation proves that emails were in fact distributed to the email address on file for student.**