

Purdue Graduate Staff Monthly Payment FAQ

1. How does the Monthly Payment Plan work?
 - a. You can initiate a monthly payment plan online through the [AHP website](#).
 - b. At the time of enrollment, you will make your first payment.
 - c. Afterwards, the first monthly payment draft will be processed one month after the Plan's coverage period effective date (see FAQ #8).
 - d. Ongoing monthly payments will be processed the 1st of every month.
2. What forms of payment are accepted?
 - a. Payment can be made by Credit/Debit card, Bank Draft or Webpay. AHP accepts Visa, MasterCard, Discover, and American Express.
3. How do I enroll in the Monthly Payment Option?
 - a. Go to the AHP website at **Purduega.myahpcare.com**
 - b. Click on Enrollment at the top of the page.
 - c. Click on Enroll Online.
 - d. If you already have an AHP Username/Password sign in to start the enrollment process. If you have not created an AHP Username/Password, please create a new account.

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Getting Started

Account

Please sign in or create an account to continue.

Sign into Existing Account	Create a New Account
Username <input type="text"/>	Username <input type="text"/>
Password <input type="password"/>	Password <input type="password"/>
<input type="button" value="Login"/> <input type="button" value="Forgot Username/Password"/>	Email Address <input type="text"/>
	Student ID <input type="text"/>
	Date of Birth <input type="text" value="mm/dd/yyyy"/>
	<input type="button" value="Create Account"/>

4. Once you are logged in, you will answer a few questions then will see this screen in the Pricing Details tab.

Purdue University Enrollment Need help? [Contact Us](#)

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Pricing Details

Payment Options

Installment Plan

Payment Plan Options:

	*Period Type	Plan Details	Covered Dates	First Payment	Student Initial Charge	Student Payment Rate	Spouse Initial Charge	Spouse Payment Rate	1st Child Initial Charge	1st Child Payment Rate	2+ Children Initial Charge	2+ Children Payment Rate
Select	August Start Date	11 Payments Paid Monthly										

5. When do I get a receipt of purchase?
 - a. Payment confirmation emails are sent to the email address entered at the time of enrollment.
6. May I use more than one credit card to make my monthly payment?
 - a. No, only one credit card can be on file at a time.
7. May I pay by check?
 - a. No, neither the initial Monthly payment nor the regular monthly payments can be made by check.
 - b. AHP does offer a Bank Draft (ACH) option where you can log into your bank account and make a payment.
8. When will my coverage begin?
 - a. Coverage retroactively begins the 1st of the month in which you are hired or become eligible for graduate staff benefits.
Example: Hire date is 9/17/18, the coverage would be effective 9/01/18.
9. When will my first monthly payment be due?
 - a. Monthly payments are processed the 1st of every month. The first month is determined by the month you were hired (see FAQ #8).

10. How do I make my monthly payments?

- a. AHP will automatically charge the monthly premium using the payment method entered when you initiated the monthly payment plan (see FAQ #1).

11. How do I check whether my payment processed successfully?

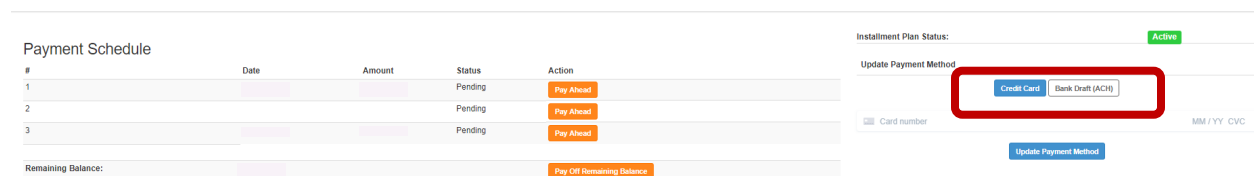
- a. There are three ways to check the status of your payment.
 - i. Log into your AHP account.
 - 1. Go to **ahpcare.com** then **click on login**.
 - 2. Enter your **username and password**.
 - 3. Under **My Account**, select **Coverage/Payment Information**.
 - 4. Under the Recurring Profile column on the right-hand side, click **View Payment Info** corresponding to the current coverage period.
 - ii. Locate the confirmation or declined payment email in the email account associated with the payment method on file.
 - iii. Contact your financial institution.

12. Why was my payment declined?

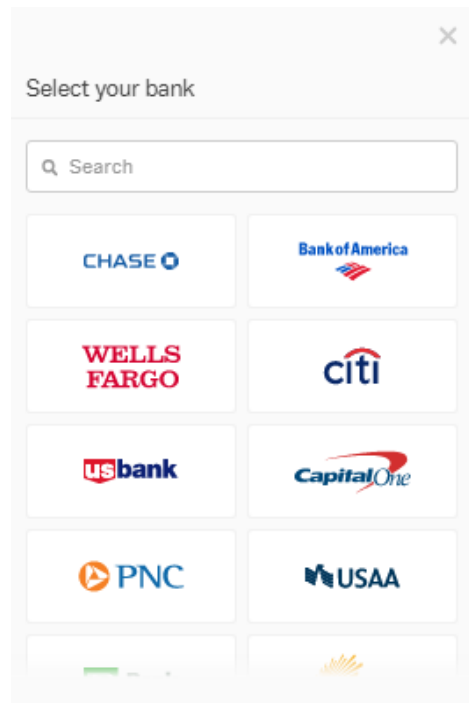
- a. Due to its sensitive nature, AHP does not have access to why some transactions are declined. Please contact your financial institution for specific details.

13. How can I update/change payment method information?

- a. Go to **ahpcare.com** then **click on login**.
- b. Enter your **username and password**.
- c. Under **My Account**, select **Coverage/Payment Information**.
- d. Under the Recurring Profile column on the right-hand side, click **View Payment Info** corresponding to the current coverage period.
- e. Select either **Credit Card** or **Bank Draft (ACH)**.



- i. For credit card, select 'Credit Card' then type in your credit card number, expiration (MM/YY), CVC code from the credit card, and zip/postal code. Only one card may be on file at a time.
- ii. For bank draft (ACH), select 'Bank Draft (ACH)' then select your financial institution from the images or search by name.



- iii. You will need to key in your username and password for your financial account. If your financial institution is not in the list and cannot be found the ACH option would not be available.

f. Click **Update** to save information.

14. How do I request a change to my payment date?

- a. Requests must be made 10 days prior to originally scheduled payment date.
- b. Email your full name, name of school you attend, school student ID, phone number, and requested new payment date to Purdue@ahpservice.com. Once received, your request will be reviewed, and response will be emailed back to you.

15. Can I pay an amount other than the monthly amount?

- a. Yes. Payments must be in multiples of the monthly payment amount. Example: You can pay the April and June payments together. You also have the option to pay the monthly payment plan in full at any time.
 - i. Go to **ahpcare.com** then **click on login**.
 - ii. Enter your **username and password**.
 - iii. Under **My Account**, select **Coverage/Payment Information**.
 - iv. If you are wanting to use a new payment method, you must first update that information then select the payment(s) you would like processed.

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Payment Schedule

#	Date	Amount	Status	Action
1			Pending	Pay Ahead
2			Pending	Pay Ahead
3			Pending	Pay Ahead
Remaining Balance:				Pay Off Remaining Balance

Installation Plan Status: Active

Update Payment Method

Credit Card Bank Draft (ACH)

Update Payment Method

16. What happens if I miss a payment?

- Follow the steps above in # 13 to update your payment method if needed.
- All missed payments must be paid in full to keep the plan current and avoid termination.

Home My Account Coverage Support Logout

#	Date	Amount	Status	Action
1			Failed	Please pay total amount due
2			Failed	Please pay total amount due
3			Paid	
4			Paid	
5			Paid	

Status: Active

Remaining Balance: \$ XXX.XX

Pay Off Remaining Balance

Update Payment Method

Credit Card Bank Draft (ACH)

Card number MM / YY CVC

PAY \$ XXX.XX

17. Can I reinstate my coverage after it has been terminated?

- Coverage can only be reinstated within 30 days of the termination date, or in the case you are re-hired in a new position within the same month.
- To reinstate your coverage, you must contact AHP within 30 days of the termination by sending an email with your full name, Purdue University (your school), Purdue student ID, phone number, and a requested new payment date to purdue@ahpservice.com. Once received, your request will be reviewed and AHP will respond to your email.
- One month of premium (along with any missed payments) must be paid.

18. How do I add dependents to my Monthly Payment plan?

- Outside of your initial enrollment and the annual open enrollment period, you may only add dependents to your plan with a qualifying life event. **Qualifying events must be reported to AHP within 31 days of the event date.**
- Click on the Enrollment tab of the [AHP website](#) and print a Qualifying Event form.
- Fax completed qualifying event form and required supporting documentation to 1-855-858-1964. Once received, an AHP Monthly Payment Plan Specialist will contact you with exact pricing including initial amount due and the adjusted monthly payment amount.

19. Are there additional fees I may incur when purchasing the Graduate Staff Health Insurance?
- a. Merchant fees may be added to the total premium depending on the payment type you choose to use.
 - i. Credit Cards = additional 3% of the total premium
 - ii. Webpay = additional 3% of the total premium
 - iii. ACH (Bank Draft) = no additional fees
(Your Financial Institution must be on the list of participating Financial Institutions to be able to pay with Bank Draft.)