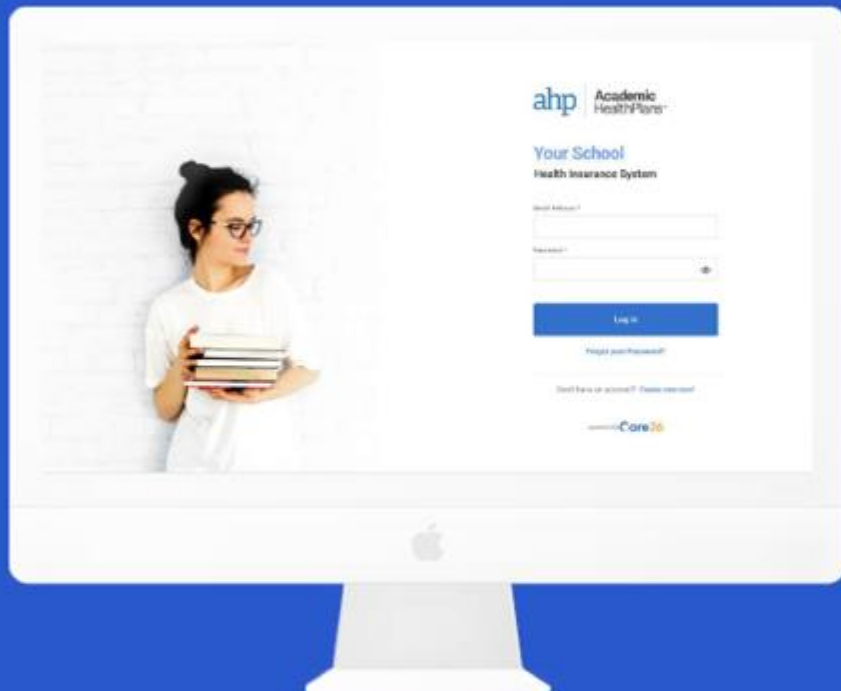


Student User Guide





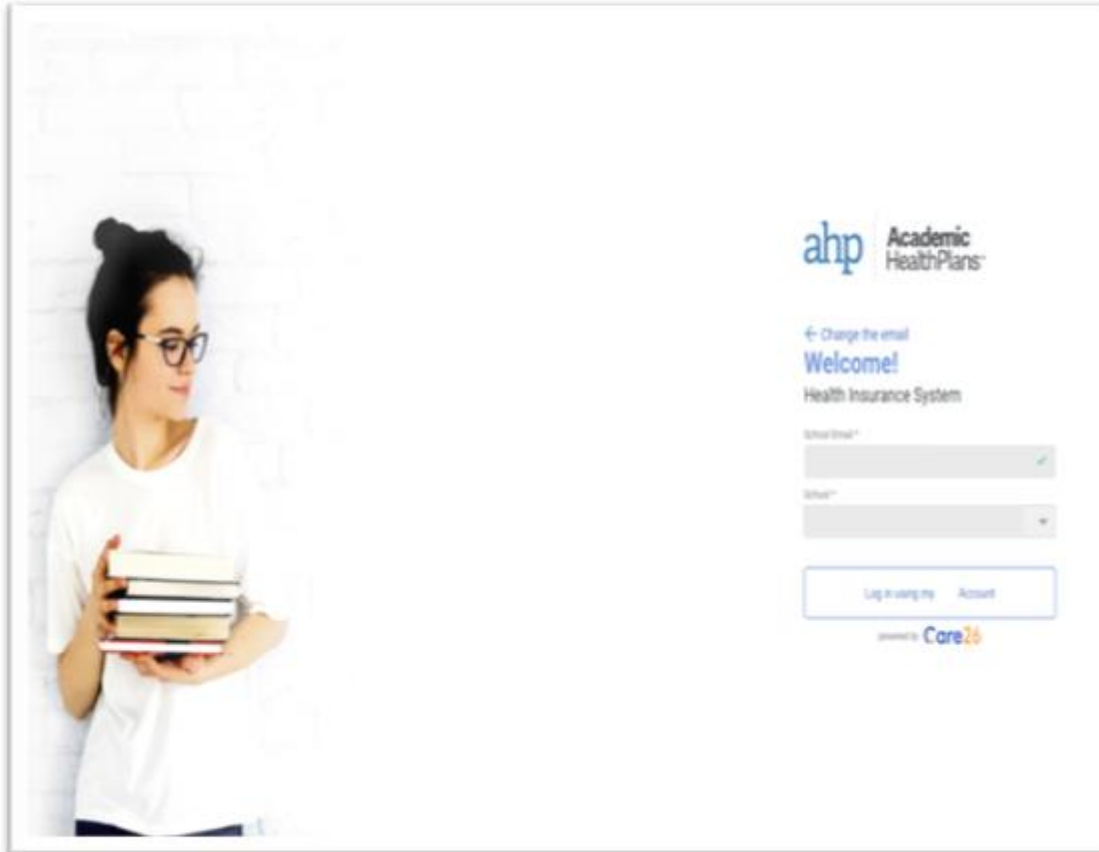
Student Experience

Manage your health insurance quickly and easily.

1. Accessing my Account (SSO)
2. Get coverage (Enroll)
3. Waive out of coverage
4. My Insurance

1. Accessing my Account (SSO)

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



Welcome to Care26!

- 1 The user enters their school email address.
- 2 The system detects the user belongs to a school using SSO and presents them with the SSO button “Log in using my (School Abbreviation) Account”
- 3 The user is taken to the school's login page where the user will login.
- 4 The user is authenticated and taken to the Care26 dashboard.

2. Get Coverage (Enroll)

Follow these steps to take advantage of the Student Health Insurance Plan offered by your school.

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Dashboard

ahp Academic HealthPlans™

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.

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 > Shopping Cart > Checkout

Checkout

Please select a product to see the payment methods available.

Summer Medical

Primary

Coverage starts: May 8, 2024

Coverage ends: August 1, 2024

Lake Forest Student Plus

Payment method

Please pick how you want to pay

Charge through School
Total: \$985.00

Credit Card
Total: \$602.00

ACH
Total: \$985.00

Summary

→ [Hit menu](#)

Summer Medical Coverage

From May 8, 2024 to August 1, 2024

Lake Student Plus: \$985.00

Payment fee: \$0.00

Total Price: \$985.00

[Add more items](#) [Pay selected products](#)

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.

Dashboard

ahp Academic HealthPlans™

Welcome, John Doe.

Status

Activation Pending

Thank you for purchasing coverage with us! You have been successfully enrolled and this means you now have temporary coverage and can use it if needed. We'll let you know as soon as the carrier validates the information and sends over your ID card.

Coverage details:

Covered period: University Name - Spring/Summer

Effective date: 01/01/2021

Termination date: 07/31/2021

Purchased products: • Medical (Provided by United Healthcare)

Amount: \$617.50

Ongoing Enrollment

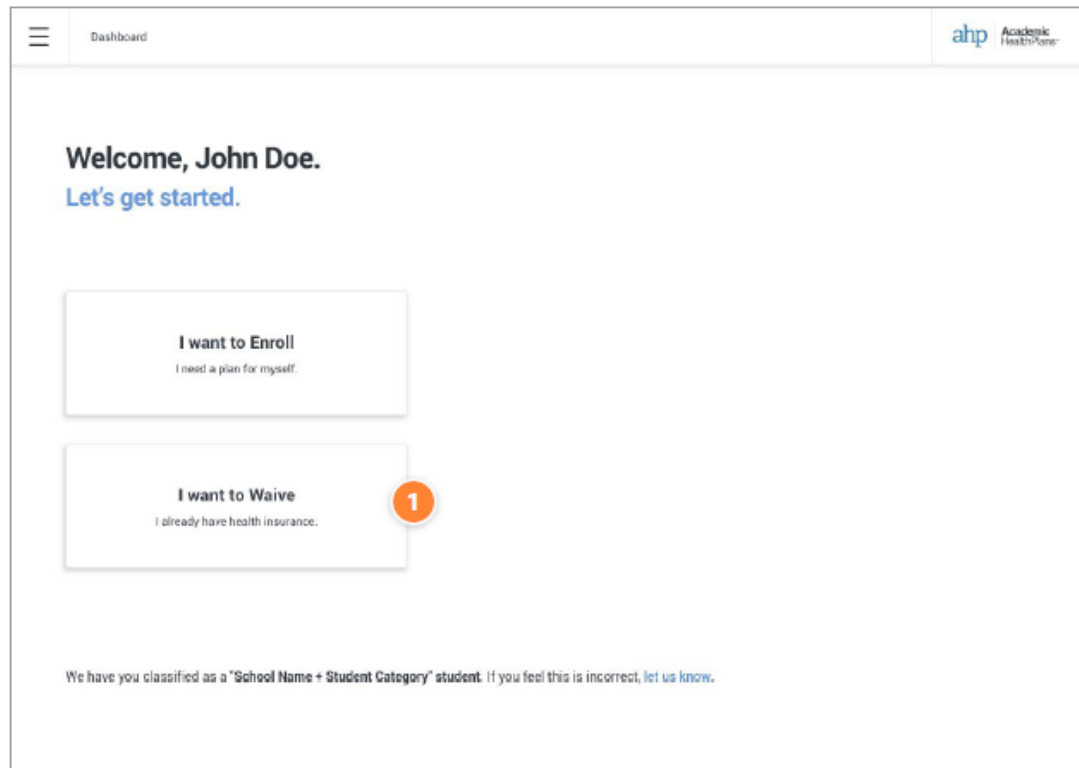
When the status of your enrollment changes, you will be notified by email and your dashboard will automatically update.

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

3. Waive out of coverage

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.

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



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.

Dashboard > Waiver process

ahp Academic HealthPlans™

Heads up! Your session will time out if left inactive for too long and any unsaved changes will be lost. If you plan to stop away and finish later, be sure to save any changes. 3

Waiver Process

Please read carefully

Please verify that you are eligible to waive before proceeding.

1 Domestic students

This requirements apply to students who are US citizens.

You may request to waive out of the Student Health Insurance Plan (SHIP) if your alternate insurance health plan meets the following requirements:

- Medical coverage is active
- Short-term coverage plans must cover the same coverage dates as SHIP

The following plan(s) will **NOT be acceptable** for waiver approval:

- Financial Assistance plans

2 Start Waiver Process for Spring/Summer (01/01/21-07/31/21)
Deadline for Submission is 07/31/2021

For assistance please submit this form.

3 Information needed to complete this process

- An electronic copy of the front and back of your health insurance ID card indicating the student as a covered member id.

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.

The screenshot shows a user dashboard for John Doe. At the top left is a hamburger menu icon and the word "Dashboard". At the top right is the "ahp Academic HealthPlans" logo. The main content area starts with a "Welcome, John Doe." message. Below this, the status is "Waiving" with a red circle containing the number 1. A sub-header reads: "You are waiving out of the required Spring/Summer (01/01/2021) - (07/31/2021) coverage for School Name. You should receive a response soon." A horizontal timeline follows with four stages: "Start process" (Started), "Submit Waiver Form" (Submitted), "Waiver Form Evaluation" (In Progress), and "Confirmation" (Pending). A red circle with the number 2 is positioned above the "Confirmation" stage. Below the timeline, the current status is "Waiver Form Evaluation (In Progress)" with a red circle containing the number 3. A brief explanation states: "We are evaluating the form you submitted. If something comes up, we will contact you, ask you to do some changes and submit it again. If not, your waiver will be confirmed automatically." At the bottom left, there is a "Cancel Waiver" button with a red circle containing the number 4.

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

This timeline will show you where you are at in the process.

3 Status Summary

A brief explanation of the current status of your waiver will be provided here.

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.

Dashboard > Waiver process > Form
ahp Academic HealthPlans™

College Name

Waiver Request Information Form

International Students
Annual 2021-2022

Purpose of Waiver Form

All students must purchase the Student Health Insurance Plan (SHIP) unless they are eligible to waive the coverage based on evidence of alternate insurance coverage. This form allows you to apply for a waiver of the SHIP if you meet the eligibility requirements. The Student Health Insurance Plan, underwritten by "Carrier Name XXXXXX XXXXXXXXXXXXX", is administered by Academic HealthPlans. The insurance premium is automatically charged to student accounts. Students may request a waiver of SHIP and must provide evidence of alternate insurance coverage. For assistance please contact Academic HealthPlans Customer Service at 855-656-2388. DEADLINE FOR SUBMISSION: July 25, 2021

Attach Supporting Documentation of alternative health insurance coverage

Attach the following proof of insurance coverage. All documents must be in English and U.S. currency. Please allow 5-7 business days to receive your waiver submission results. FOR TIPS ON ATTACHING YOUR DOCUMENT copy this link to your browser: <https://goo.gl/vF9Ehw>

Attach Files (DO NOT use special characters in attachment name. Give each attachment a unique name)

1 Front ID Card

No file chosen

Front copy of your medical insurance card

Back ID Card

No file chosen

Back copy of your medical insurance card

Insurance Policy

No file chosen

This document is a multi-page document that provides a detailed description of the plan deductible amounts, copays/coinsurance amounts and percentages, hospital benefits, surgery benefits, mental health benefits, etc

Healthcare Sharing Plans

Is your alternate healthcare coverage provided through a healthcare sharing program (ex Liberty Healthshare Samaritan Ministries MediShare or Christian Healthshare Ministries)?

2 Student Information

First Name *

Middle Name

Last Name *

Student ID *

Gender *

Date of Birth (MM/DD/YYYY) *

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.

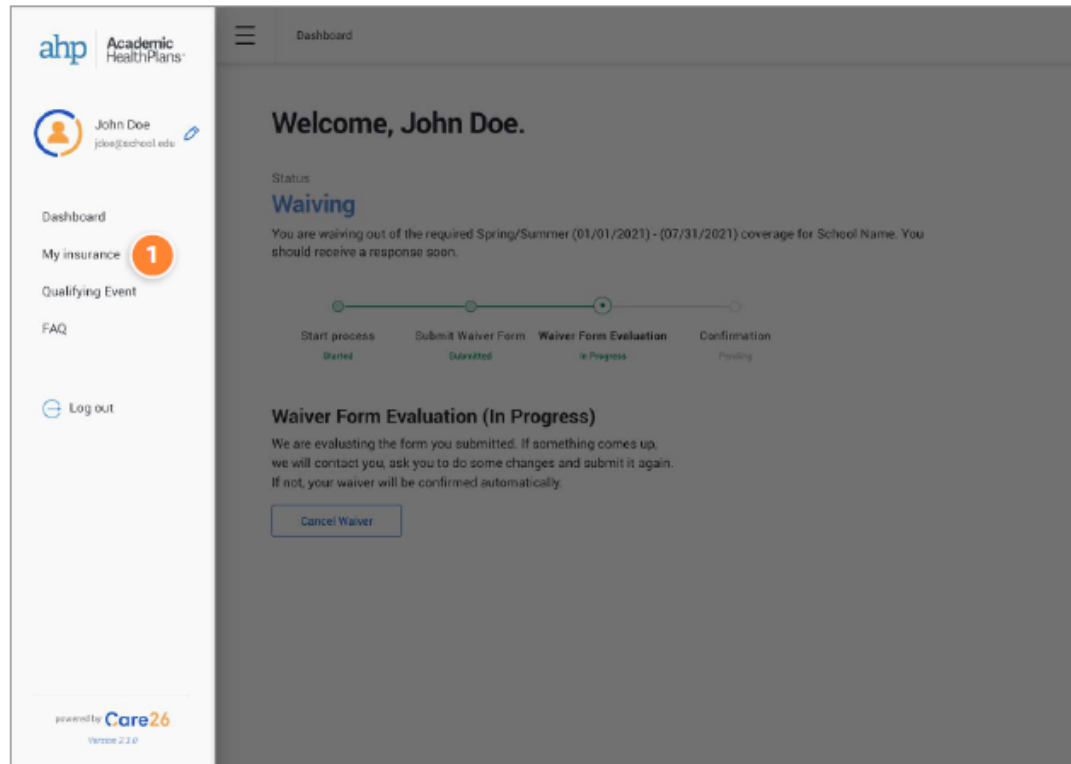
2 Student Information

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.

Action taken	Member Coverage	ID#	Coverage period	Center	Effective Date	Termination Date	School	Status	Actions
Enrollment (Detail)	Student	001331	Summer	Health Care	01/01/2021	07/31/2021	Name	ACTIVE	⋮
Waiver	Student	004423	Spring	Health Care	12/01/2020	02/12/2021	Name	APPROVED	⋮
Enrollment (Detail)	Dependents	005612	Winter	Health Care	05/01/2020	07/08/2020	Name	WAIVER PENDING	⋮
Waiver	Student	005339	Summer	Health Care	05/20/2020	07/30/2020	Name	APPROVED	⋮
Waiver	Student	005299	Spring	Health Care	12/18/2020	02/05/2021	Name	APPROVED	⋮
Enrollment (Detail)	Dependents	000175	Winter	Health Care	06/11/2020	07/15/2020	Name	APPROVED	⋮
Enrollment (Detail)	Student	000123	Winter	Health Care	05/11/2020	07/15/2020	Name	APPROVED	⋮
Enrollment (Detail)	Student	005369	Fall	Health Care	08/24/2020	09/12/2020	Name	APPROVED	⋮
Waiver	Student	001486	Fall	Health Care	06/11/2020	08/22/2020	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 'WAIVER' order. The order is in 'Approved' status, last changed on 04/13/2021 04:23 PM. The order details include: Order: 003486, School: School Name, Covered period: Fall, Student Category: Domestic (on-campus), Effective date: 08/01/2020, and Termination date: 12/31/2020. There is one form submission: Form Submission #1, dated 04/13/2021 12:51 PM by student (FirstName5531 Automation7114). The notification history shows 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

Form submission	Last modified	Attachments	Zoomed response
Form Submission #1	04/13/2021 12:51 PM by student (FirstName5531 Automation7114)	Insurance Policy Last updated 04/13/2021 04:21 PM	View (blue link) Delete (red button)

Sent on	Notification Name	Notification Category	Sent by	Sent to	Trigger
04/13/2021 04:23 PM	Waiver Approved	Waiver	System	[blue link]	[dropdown]
04/13/2021 12:51 PM	Waiver Submitted	Waiver	System	[blue link]	[dropdown]

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

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