Care26

a product by ahp | Academic HealthPlans

Student User Guide

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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**

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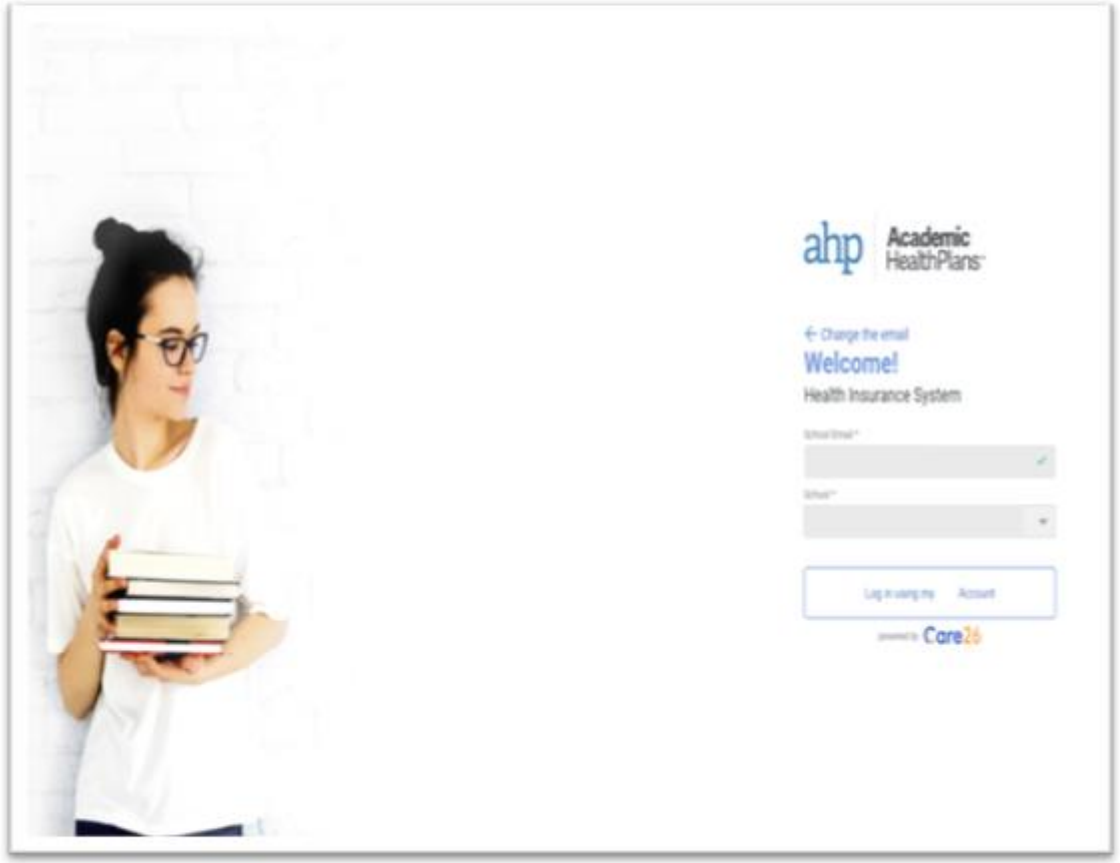
1. Accessing my Account (SSO)

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.

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2. Get Coverage (Enroll)

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

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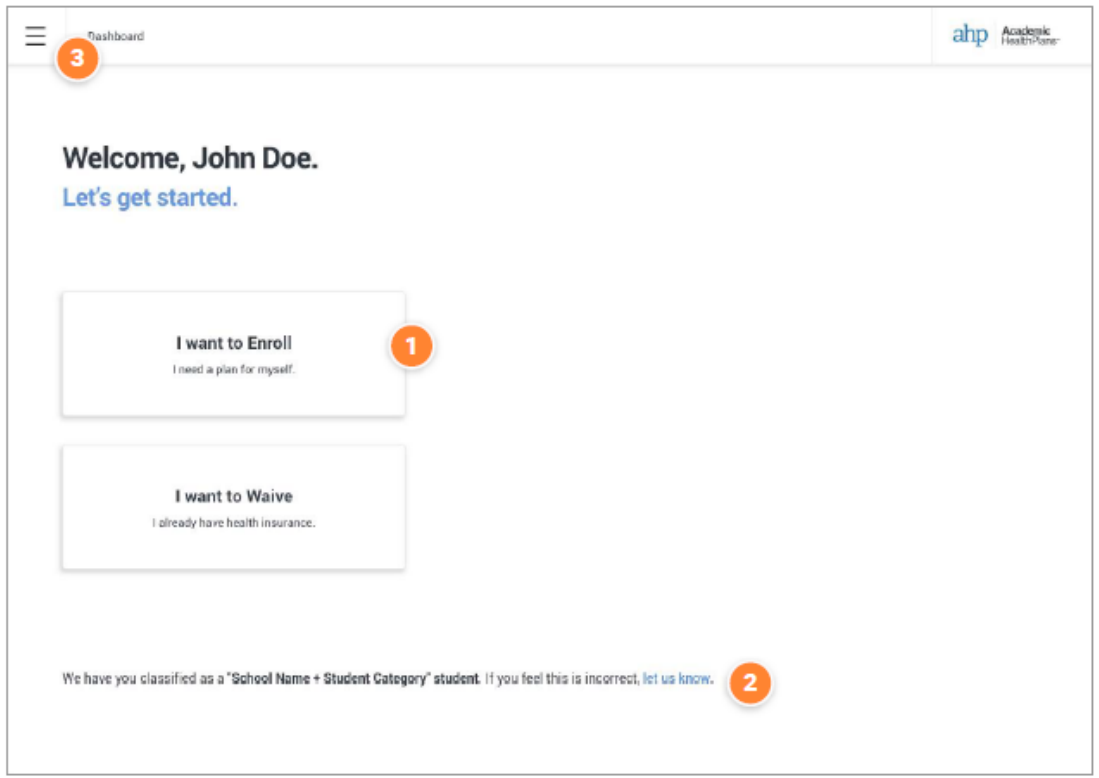


How to Enroll

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.

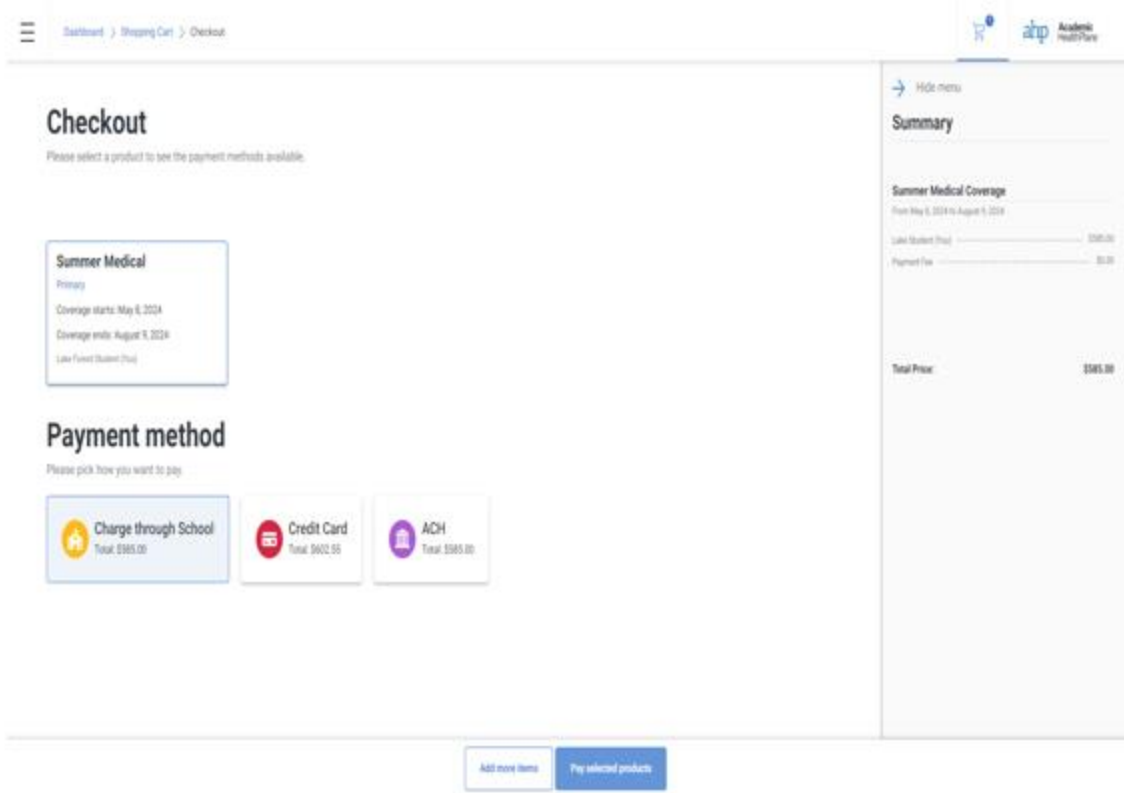
If this option is not available, the enrollment period may not be open, or your school may not offer voluntary enrollment.

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.

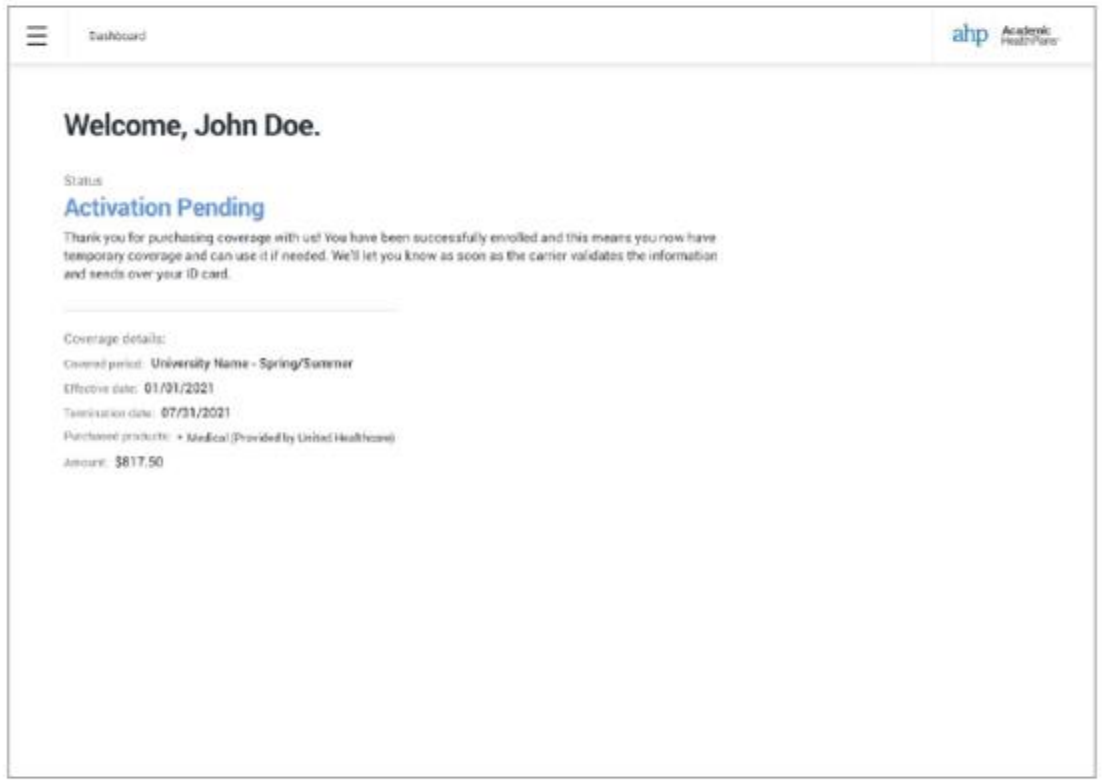


Checkout

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

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.

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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.

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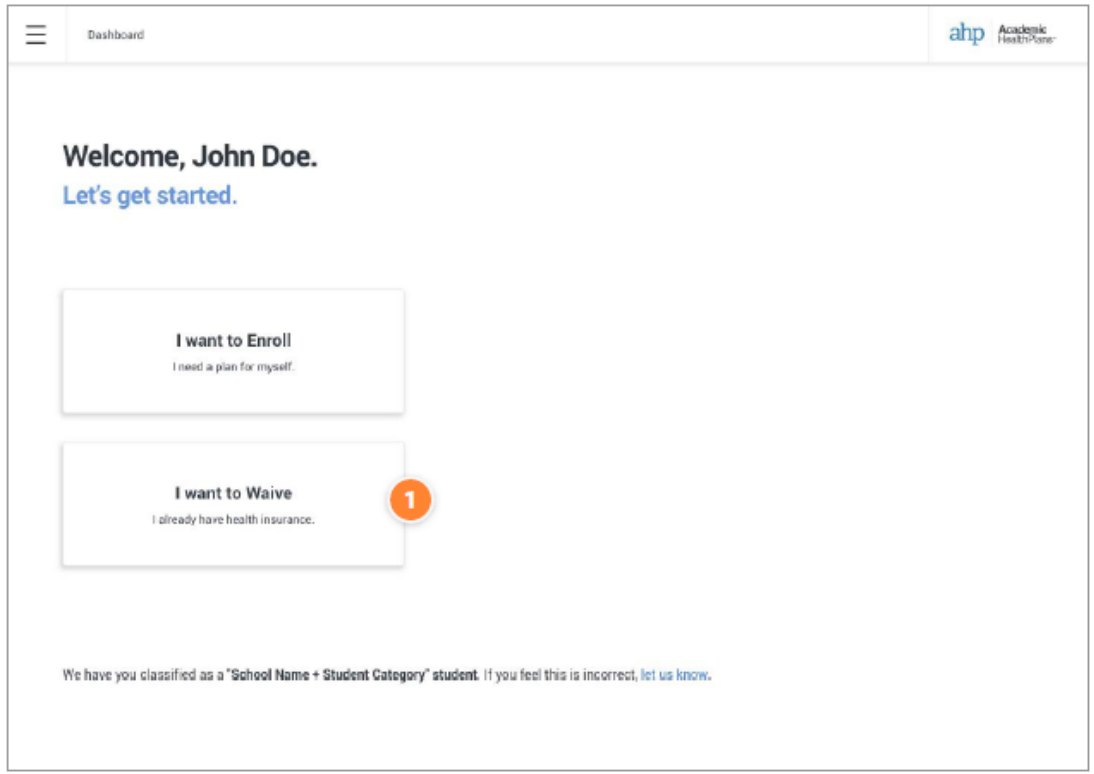


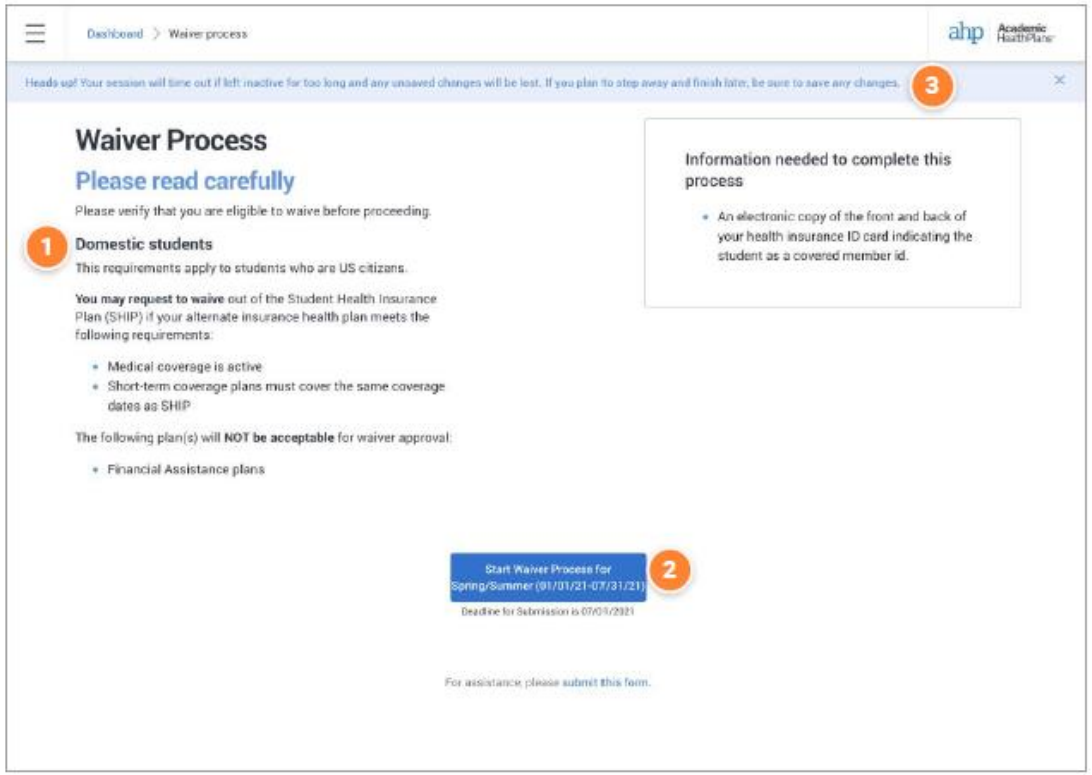
How to Waive Coverage

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

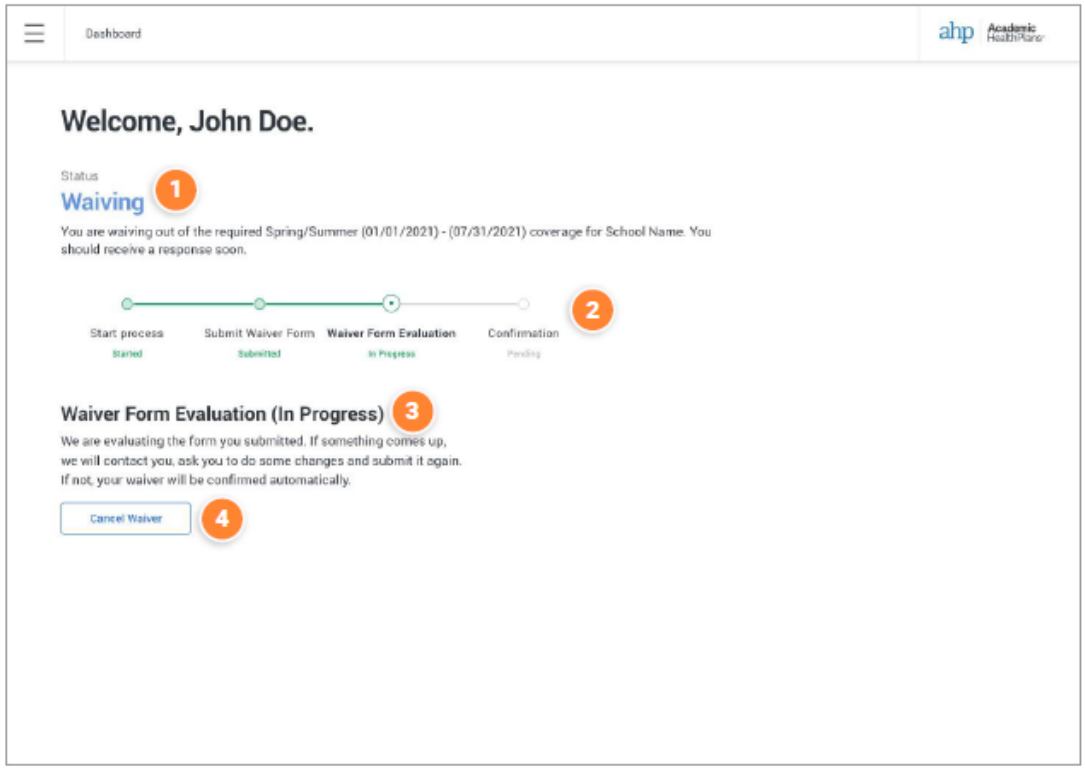
The requirements your insurance coverage need to meet will be outlined here. Be sure to read through the criteria to know what you'll need to submit on the following screens.

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

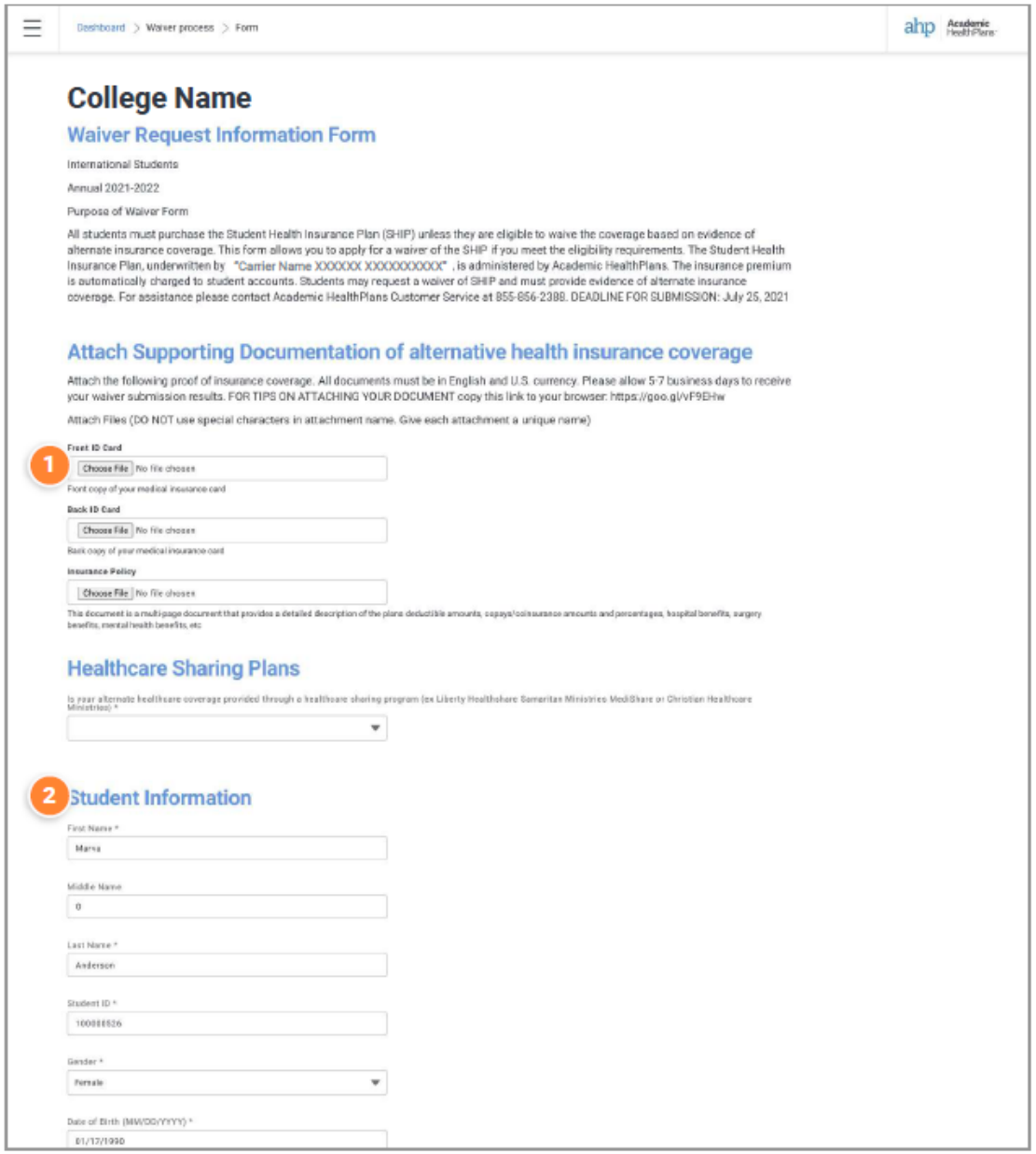
This timeline will show you were you are at in the process.

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.



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 healt 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 asterik (*).

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4. My Insurance

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

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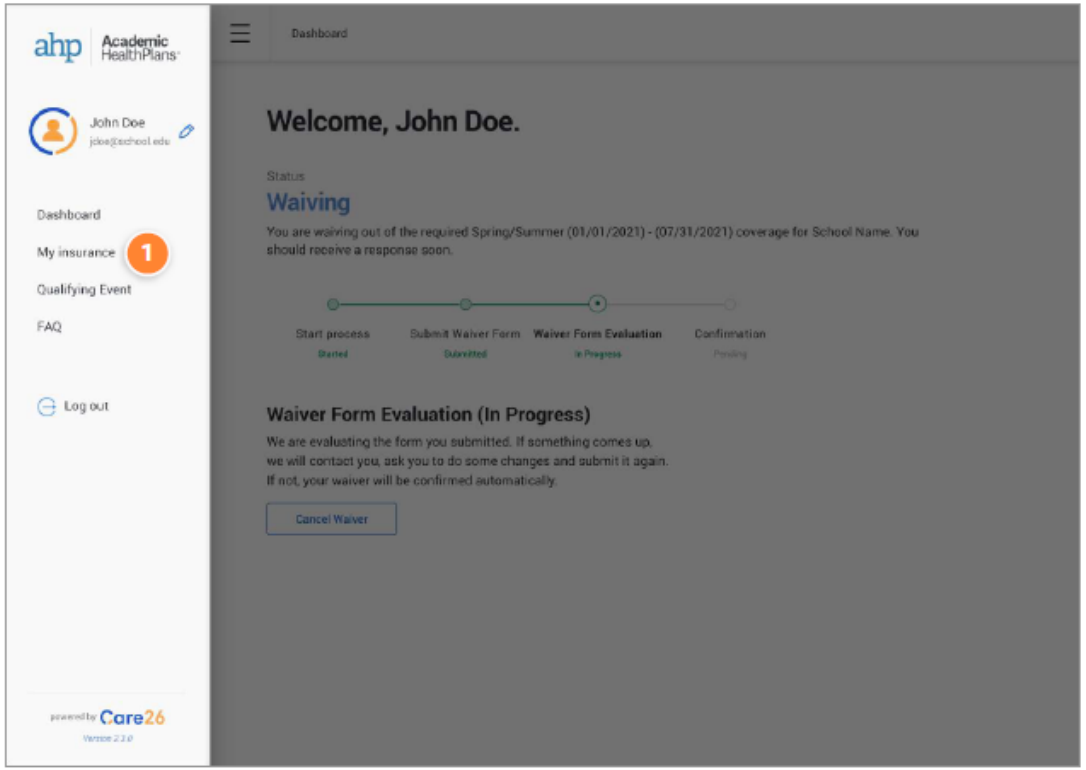
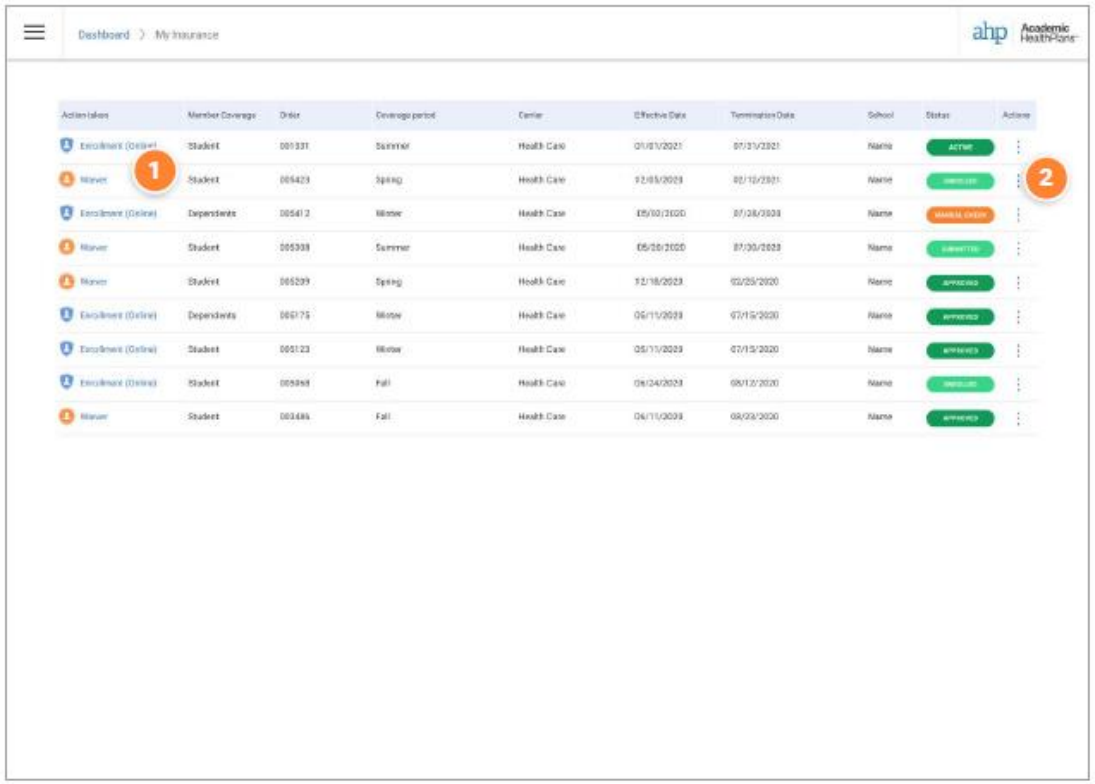


Go to My Insurance

1 Access from the Main Menu

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



My Insurance

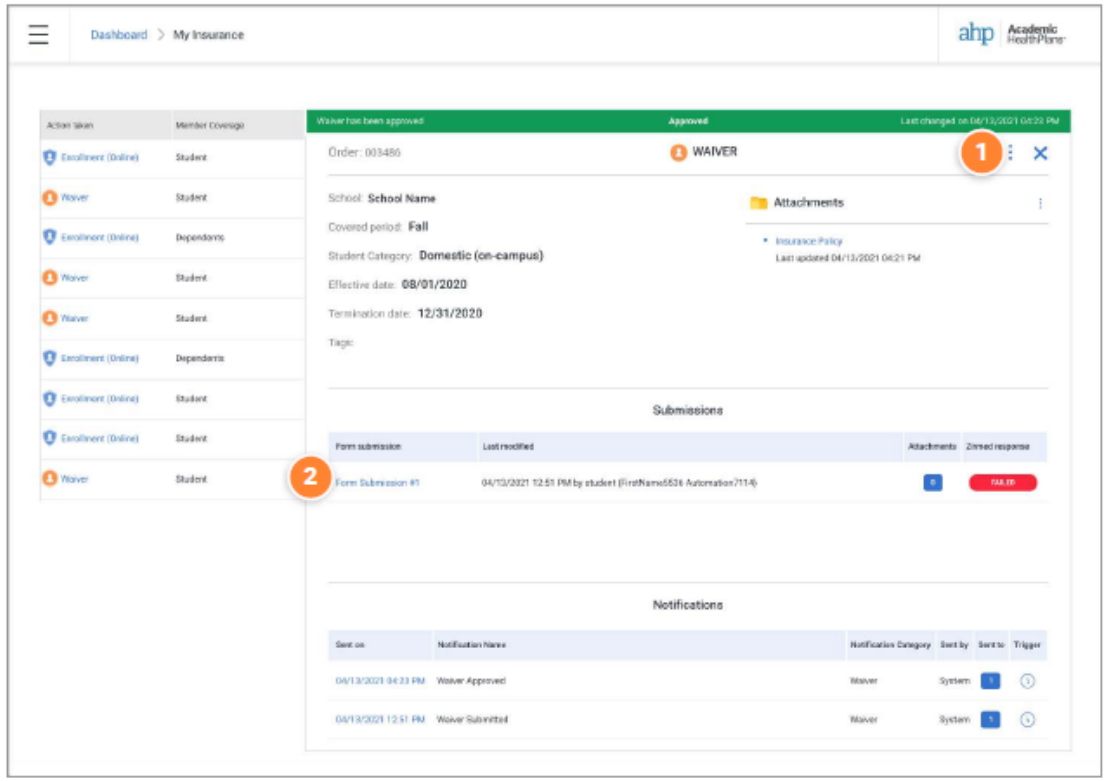
This is where you will find a complete list of all your enrollment and waiver submissions that we have on record.

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.

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