

Subject: Frequently Asked Questions

NOTE: Please allow 48 to 72 business hours for your inquiry to be reviewed. Do NOT submit duplicate inquiries and/or documents, as it will cause a delay in our response.

Student Health & Wellness Center (SHWC) is closed whenever the University is closed.

1. Who is eligible for the USF Sponsored Student Health Insurance Plan (SHIP) and how do I enroll?

- International students: Pay the premium directly through OASIS and the SHWC enrolls the student.
- GAs/TAs/RAs: Enrolls directly with Academic HealthPlans (AHP). Click [here](#) for eligibility requirements and enrollment instructions.
- Students enrolled in the following programs enroll directly with AHP. Click [here](#) for enrollment instructions.
 - College of Marine Science
 - College of Medicine
 - College of Nursing
 - College of Pharmacy
- Intercollegiate Athletes: Click [here](#) for enrollment instructions.
- International Students on Optional Practical training or Curricular Practical training: Click [here](#) to view policy information and to enroll.

2. What benefits are available under USF Sponsored SHIP and how do I get my card?

Please visit usf.mycare26.com to view plan details for the USF Health Insurance policy. You can click on “Additional Resources” to access your card with Aetna.

3. I am an international student, how do I release the SI hold?

To release the SI hold complete the Insurance Agreement form available on our [webpage](#). The Insurance Agreement form will be processed within 24 business hours.

4. Why do I have the USF insurance premium on my account, when I chose an alternative insurance policy?

The USF insurance premium will remain on your student account until both AHP, and our office approves your alternative health insurance. If you need to pay your tuition and fees, you can subtract the insurance premium from your total and pay the remaining amount.

5. How do I waive/opt out of the USF Health Insurance policy?

Waivers are managed by AHP. Once the agreement form is completed, you will receive an email within 3-5 business days from AHP to activate your account. Once your account is activated you can upload proof of your alternative health insurance policy. Please refer to our [webpage](#) to see what documentation you will need to submit. All alternative policies must meet all requirements per USF Regulation [6.0162](#).

- F or J visa holders must submit the completed Compliance form **and** a copy of the front and back of your medical insurance card to AHP. Returning students cannot have a gap in coverage, you will need to show proof of continuous coverage

- Other visa holders must submit a copy of the front and back of your medical insurance card to AHP.
- If you are Sponsored by an embassy/organization or under DACA, you do not need to activate your account with AHP and you must submit a copy of your financial guarantee and/or the front and back of your medical insurance card to the SHWC compliance office.

6. Why do I have the USF insurance premium on my account, when I have already enrolled in for the USF GA/RA/TA insurance subsidy?

The USF Insurance premium will remain on your student account until the SHWC office verifies your active enrollment in USF Sponsored SHIP.

For specific instructions on how to satisfy the Health Insurance Regulation and information on eligibility for the USF Health Insurance policy, please visit our [webpage](#).