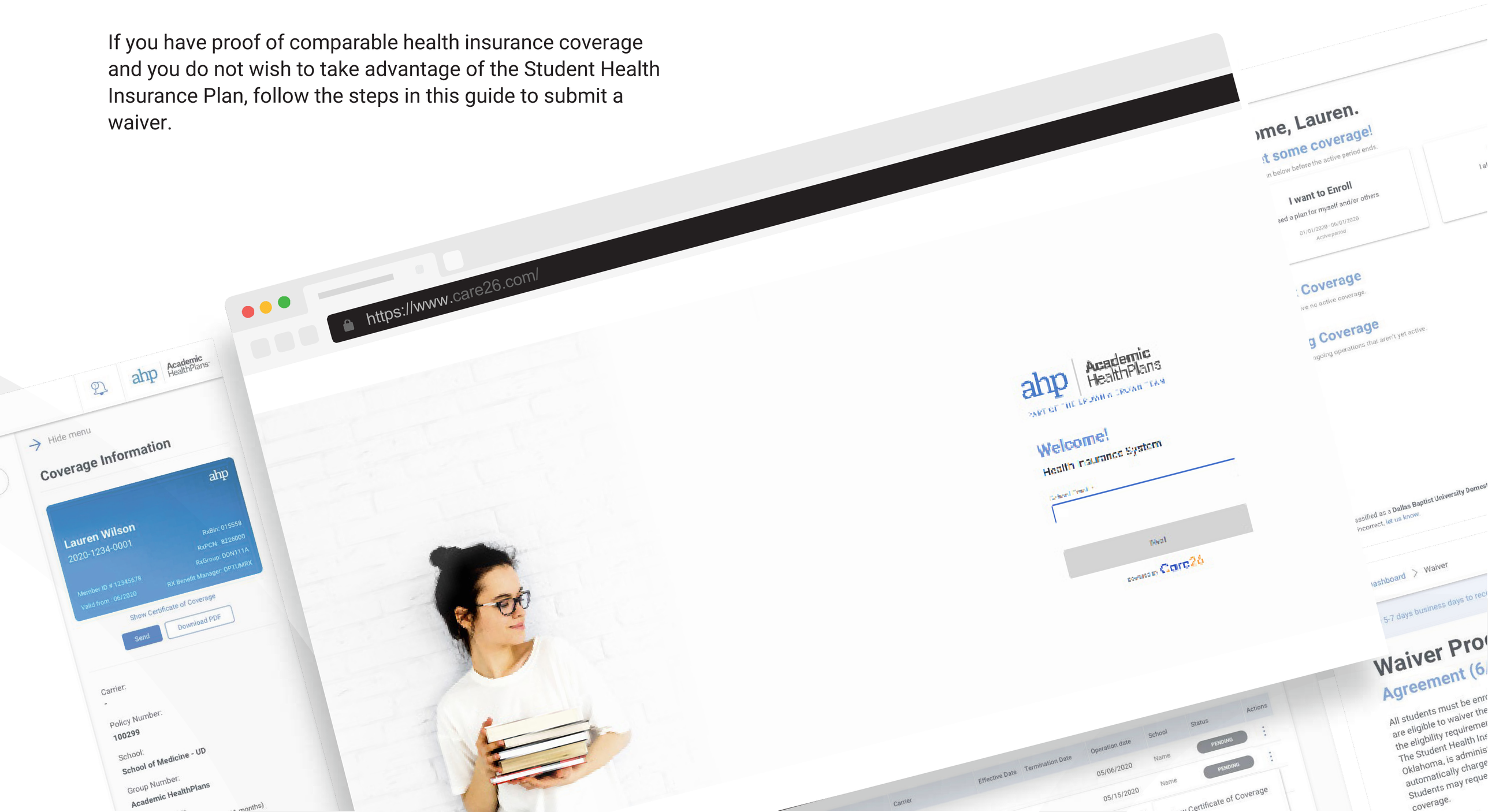
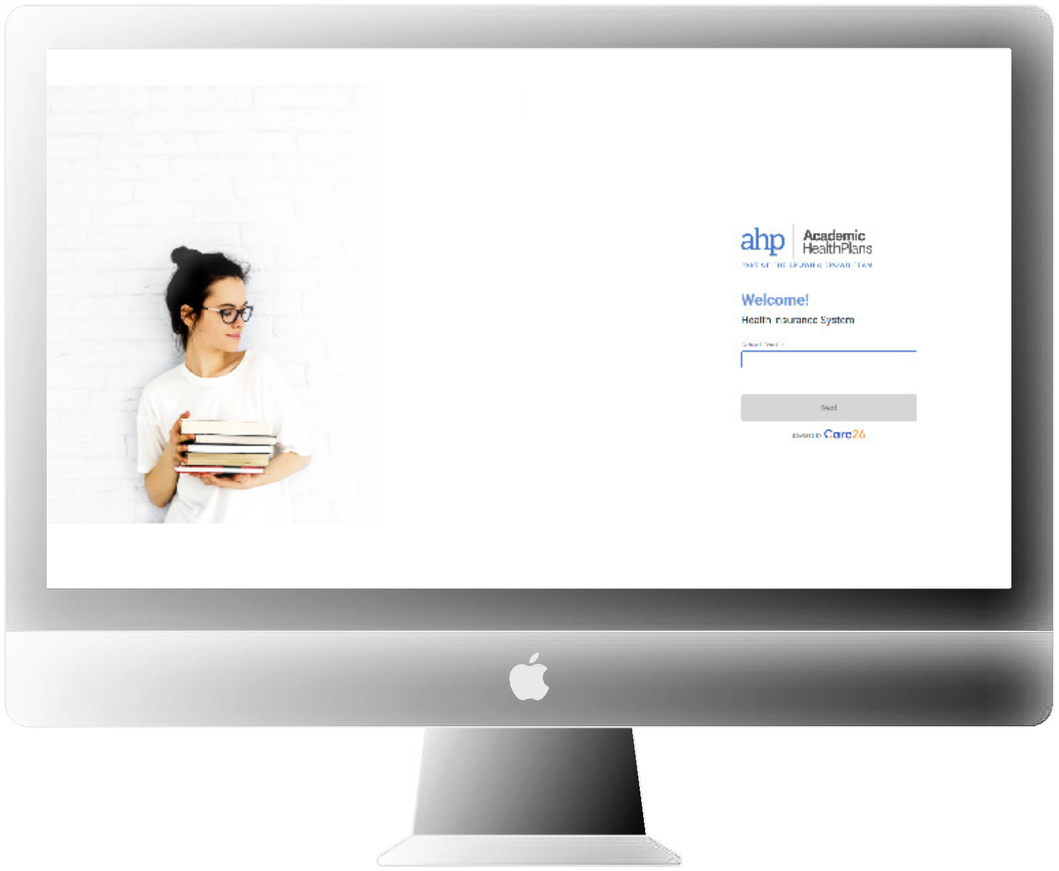
Care26

Student User Guide

If you have proof of comparable health insurance coverage and you do not wish to take advantage of the Student Health Insurance Plan, follow the steps in this guide to submit a waiver.



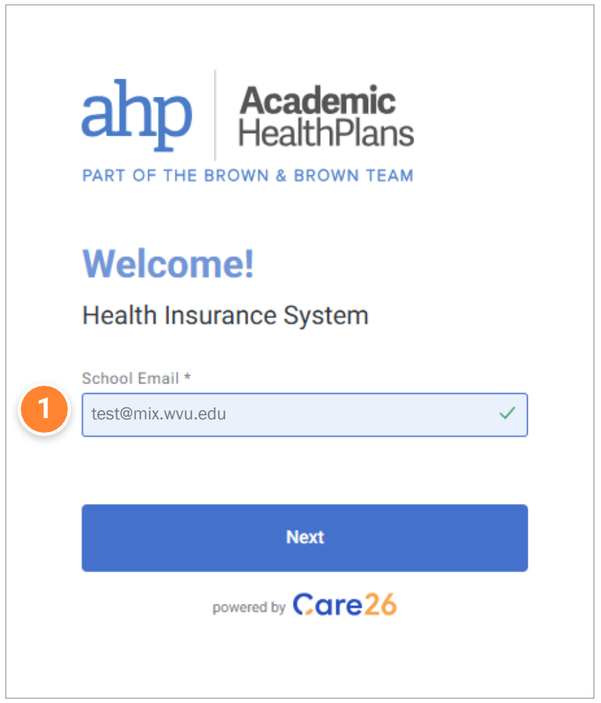
Care26

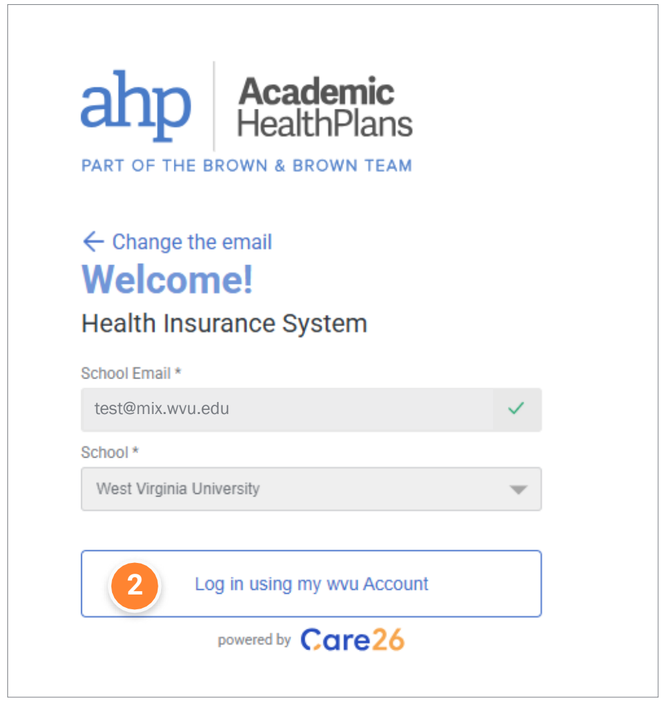


Student Experience

Manage your health insurance quickly and easily.

1. **Creating an account**
2. **Opt-out of coverage (Waive)**
3. **My Insurance**

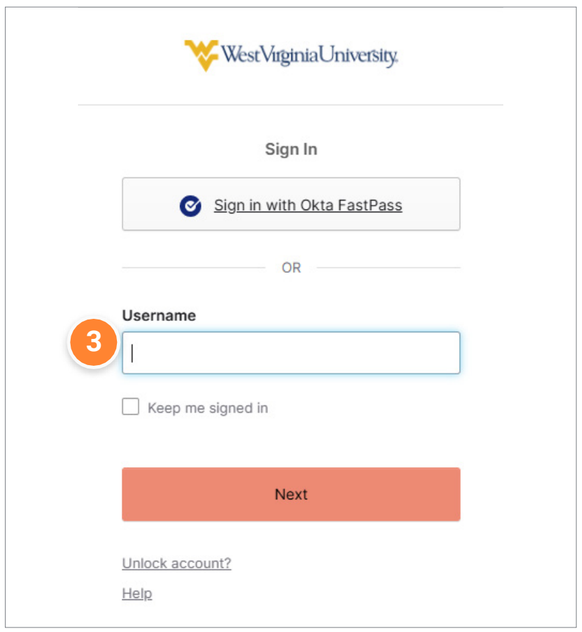




Creating an Account

When you land on the login page, enter your email address, click login using my WVU account, and use your WVU credentials to login.

1. Enter your MIX email address
2. Click “Log in using my WVU account”
3. Log in using your WVU credentials

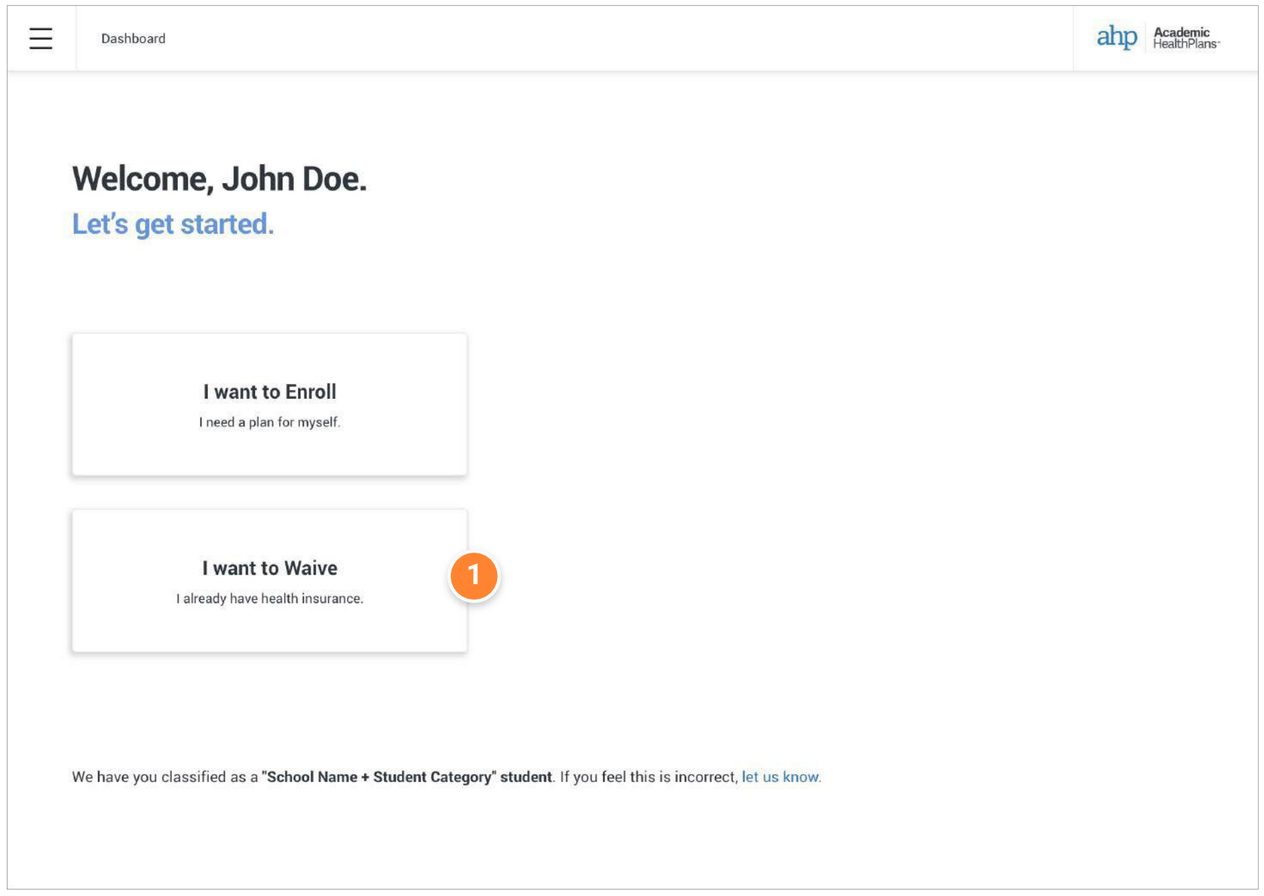


Care26

2. Opt-out of coverage (Waive)

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

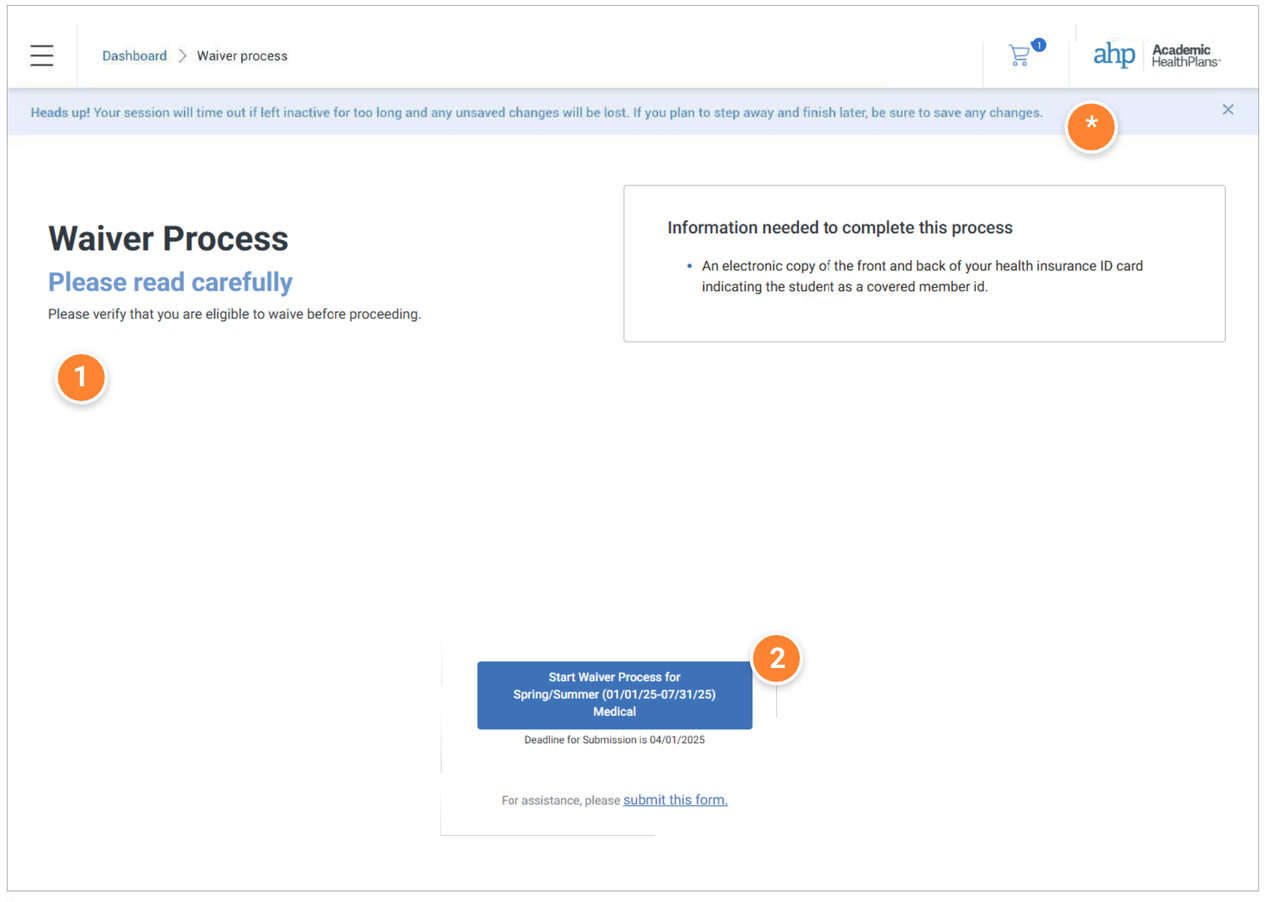
NOTE: the option to waive is not available to all students.

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.

If you previously started the waiver, and you do not see the "I want to Waive" box under your name, scroll down and click on the "Go to Form" link in the gray box to return to the waiver application.



Waiver Criteria

1 Waiver Criteria

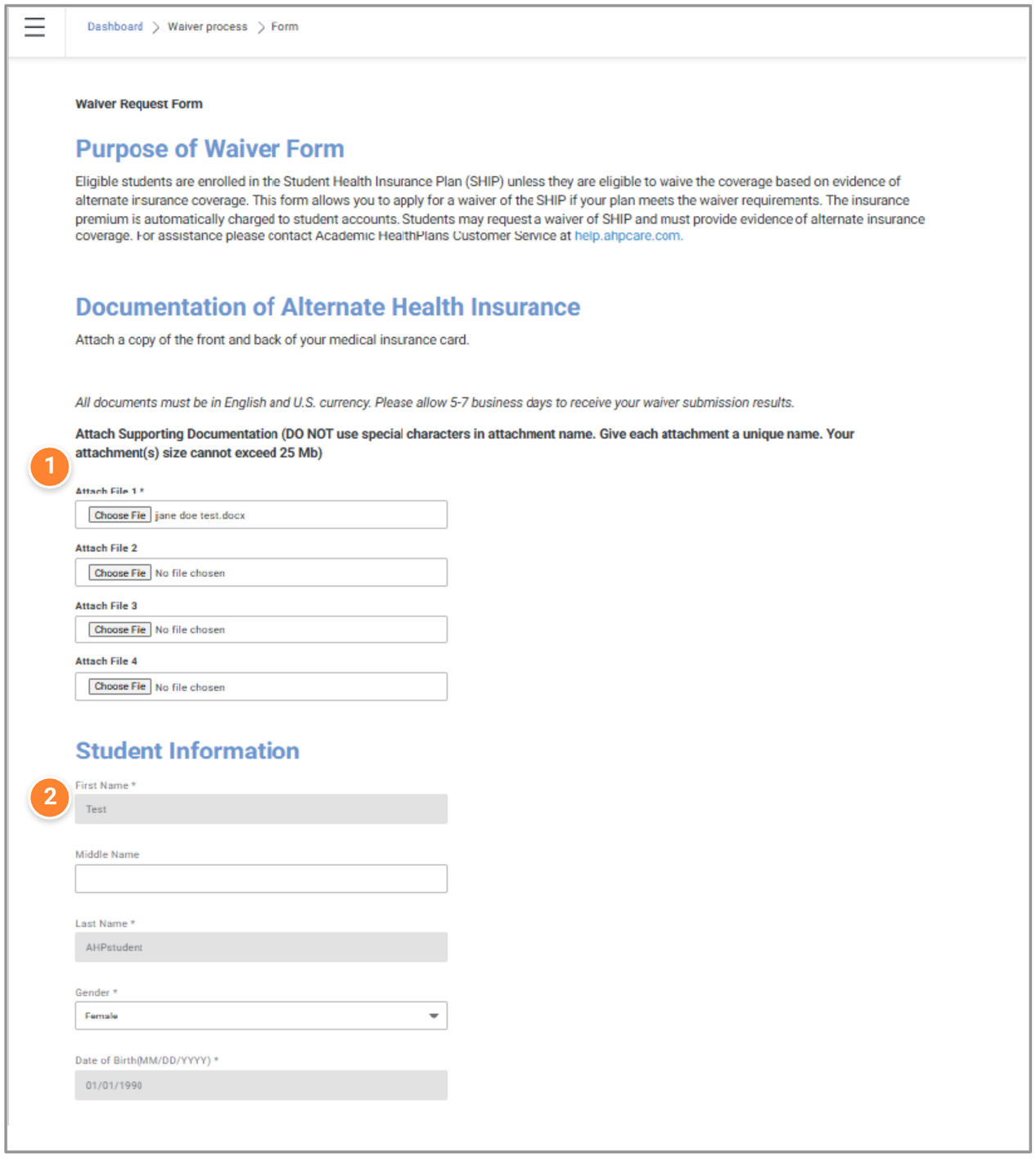
The requirements your insurance coverage needs to meet will be outlined here. Be sure to read through the criteria to know what you'll need to submit on the following screens.

2 Start!

When you are ready to provide the required information, click on the blue button to go to the form.

* 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 Form

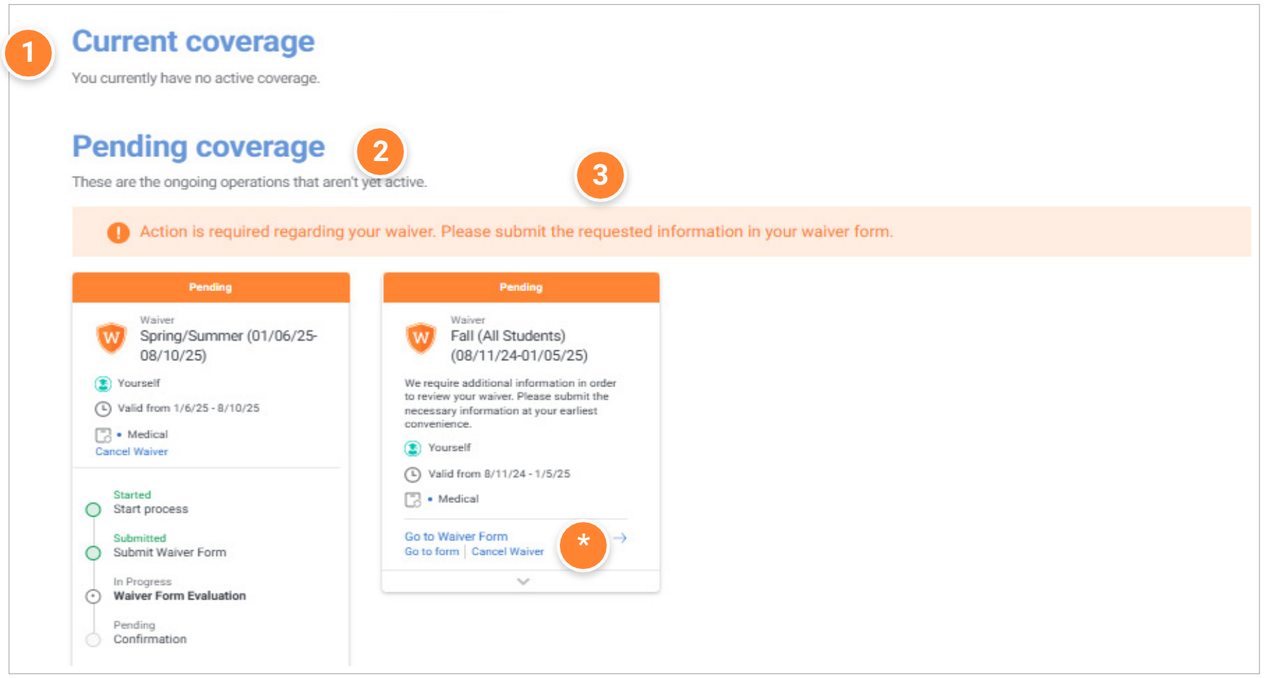
When you start the waiver process, you will be directed to a waiver form like the one pictured here. You will need to attach any necessary files (1) and complete all required fields under Student Information (2), Policy Information, and accept the “Student Agreement”.

1 Attach Files

If required, upload the supporting documentation for your health insurance coverage.

2 Student Information

Complete all fields with the requested information. Be sure to complete all required fields marked with an asterisk (*).



Waiver Submitted

After you have successfully submitted your waiver, your dashboard will automatically change to show you your status. Your information may be reviewed by our representatives, or approved manually.

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

1 Current Status

2 Pending Coverage

The pending coverage will show where you are in the process.

3 Status Summary

A brief explanation of the current status of your waiver will be provided on the main dashboard.

* Available Actions

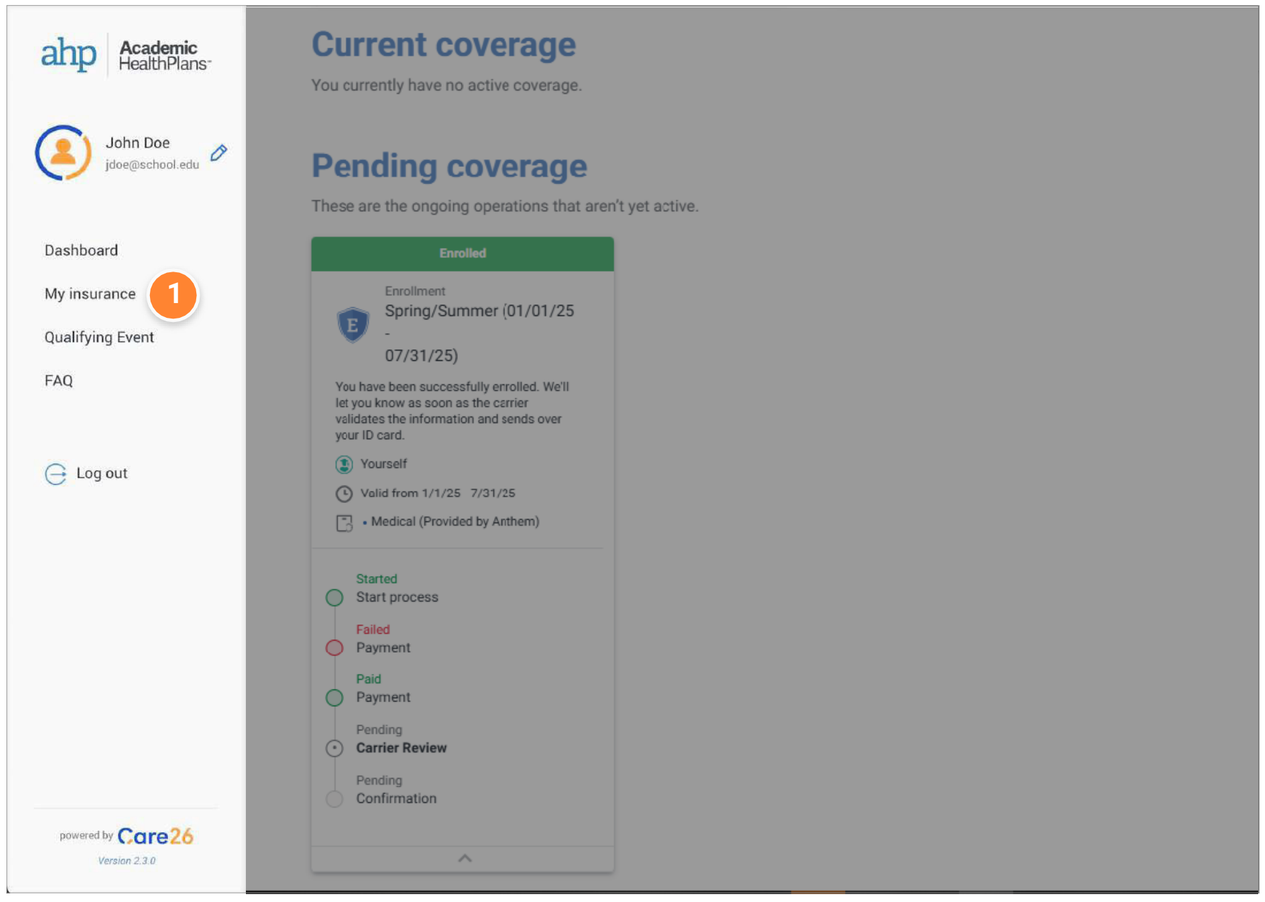
Go to Form: modify the waiver form
Cancel Waiver: cancel the current waiver

Care26

3. My Insurance

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

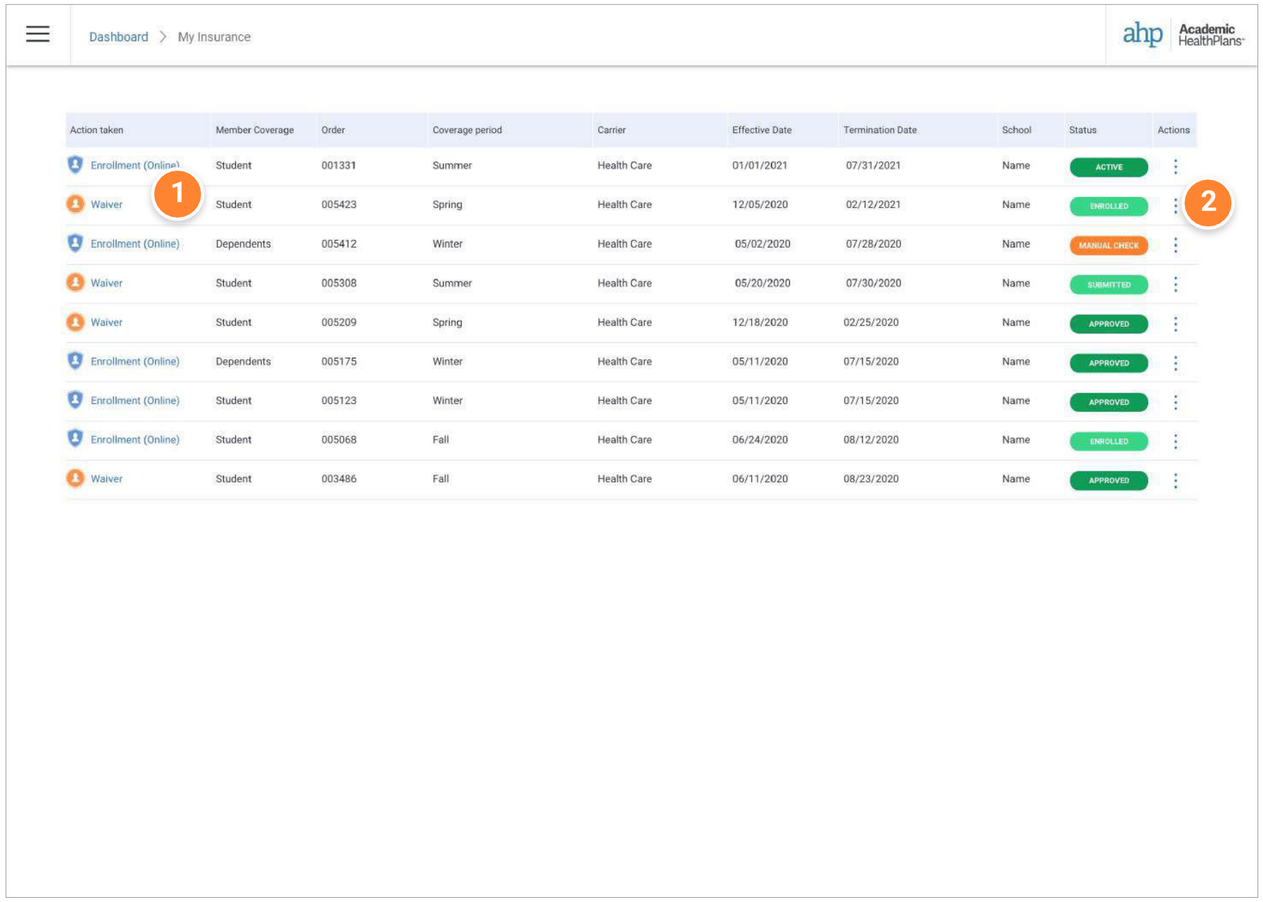
> Care26 is in continuous development and system enhancements will continue to be applied. Screens shown are subject to change



Go to My Insurance

1 Access from the Main Menu

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



My Insurance

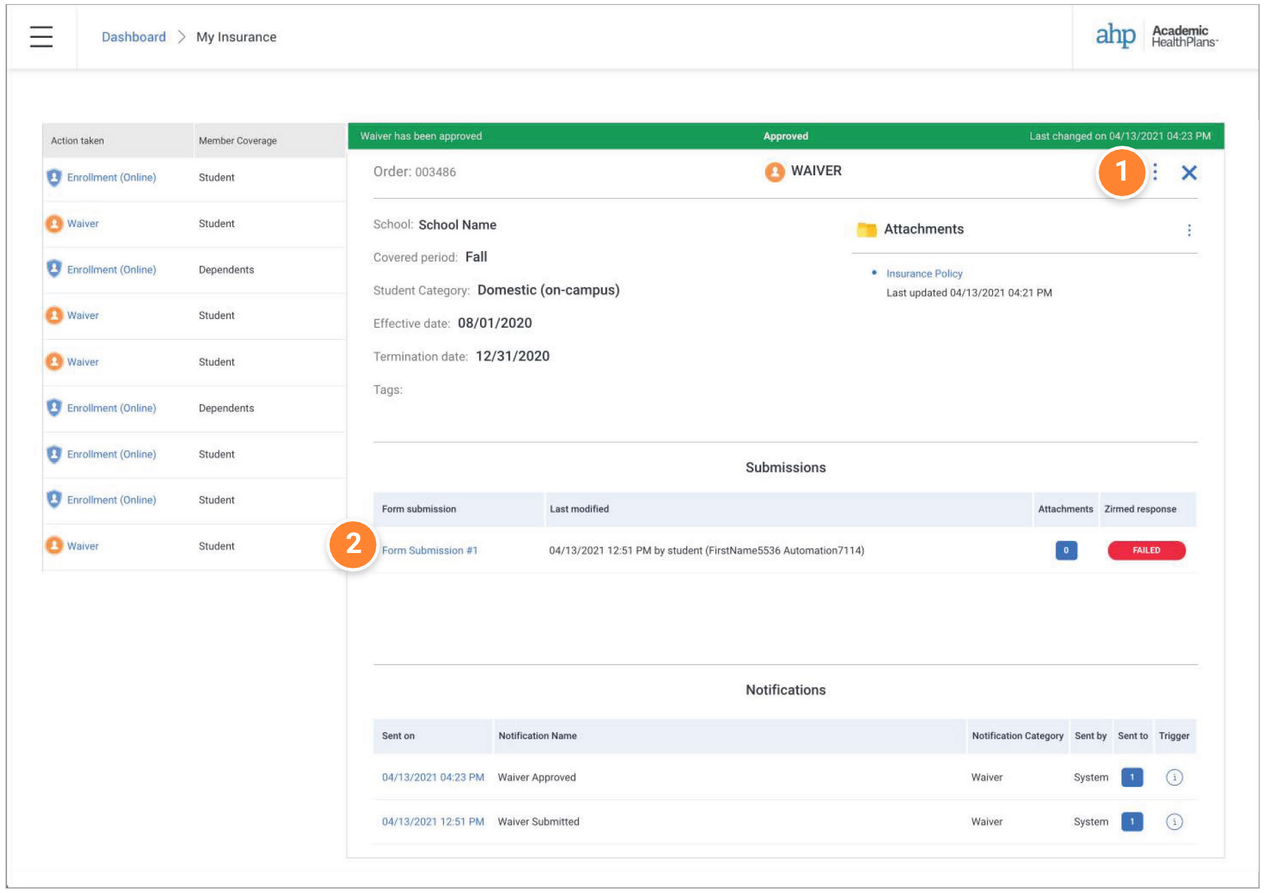
This is where you will find a complete list of all your enrollment and waiver submissions that we have on record.

1 Open Detailed Information

Click on the blue link of any order to see detailed information on 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.

Need Additional Help?

Contact the AHP Help Desk