



Springfield College

2025–2026

Student Health Insurance Plan

# Frequently Asked Questions



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## Contacts

| Answer Needed   | Who To Contact  | Contact Information  |
|---|---|--|
| Enrollment, coverage, or service concerns                           | Gallagher Student Health & Special Risk   | 500 Victory Road<br>Quincy, MA 02171<br>Website:<br><a href="http://www.gallagherstudent.com/Springfield">www.gallagherstudent.com/Springfield</a> ,<br>click Help Center link or Call (844) 288-4918  |
| Benefits, claims, Tax forms and claims payments                     | <b>Blue Cross Blue Shield of Massachusetts</b>  | Blue Cross Blue Shield of Massachusetts<br>P.O. Box 9860630<br>Boston, MA 02298<br>Phone: 1-888-753-6615<br>Website: <a href="http://www.bluecrossma.com">www.bluecrossma.com</a>  |
| Preferred providers   | <b>Blue Cross Blue Care Elect PPO</b>   | Phone: 1-800-810-BLUE (2583)<br>Website:<br><a href="http://www.gallagherstudent.com/Springfield">www.gallagherstudent.com/Springfield</a><br>click 'Find a Doctor'  |
| Participating pharmacies  | <b>CVS Caremark</b>   | Phone: <a href="tel:877-817-0477">877-817-0477</a><br>Website:<br><a href="http://www.gallagherstudent.com/Springfield">www.gallagherstudent.com/Springfield</a> ,<br>click 'Pharmacy Program'   |
| Voluntary Dental  | <b>Blue Cross Blue Shield Dental Blue</b>   | Phone: 1-888-753-6615  |
| Gallagher Student Health Complements (SHIP Plan Enhancements)       | Coast to Coast (Discount Vision)<br>UniCare (Discount Dental)<br><br>Guided Resources (Behavioral Health) | Coast to Coast Vision<br>UNI-CARE Dental<br>Phone: 1-800-252-3059<br><a href="http://Findbestbenefits.com/student">Findbestbenefits.com/student</a><br><br>Guidance Resources Website:<br><a href="http://guidanceresources.com/members">guidanceresources.com/members</a> |
| Worldwide assistance services (medical evacuation and repatriation) | <b>GEOBLUE</b>  | Outside the U.S.: +1-610-254-8771<br>(Collect Calls Accepted)<br>Inside the U.S.: 1-800-257-4823<br>Email: <a href="mailto:customerservice@geo-blue.com">customerservice@geo-blue.com</a><br>Website: <a href="http://www.geobluestudents.com">www.geobluestudents.com</a> |
| Assistance programs   | <b>Blue Care 24/7 Nurseline</b>   | Phone: 1-888-247-BLUE (2583)   |
| Telehealth services   | <b>Well Connection</b>  | Phone: 1-800-821-1388<br>Website: <a href="http://www.wellconnection.com">www.wellconnection.com</a>   |



## Getting Started

### How do I log into the portal to enroll in or waive the Student Health Insurance Plan (SHIP)?

1. Visit [www.gallagherstudent.com/Springfield](http://www.gallagherstudent.com/Springfield).
2. Under "Profile," enter your student email address and click "Log In."

**First-time users:** An email from Gallagher Student Health will be sent to your student email with a temporary password. Click on the link provided in the email and insert the temporary password. (If you did not receive a temporary password, you can choose the "Forgot your password?" option on the login page.)

### How do I enroll?

1. Go to [www.gallagherstudent.com/Springfield](http://www.gallagherstudent.com/Springfield).
2. Login under "Profile."
3. Click on the "ENROLL" button under "Plan Summary."
4. Complete and submit the form by following the instructions.
5. Enrollment confirmation email will be sent.

### How do I enroll my dependents?

This plan does not offer coverage for your dependents.

## Waiving SHIP Coverage

To be eligible to waive your SHIP, you must be currently enrolled in a health insurance plan that meets your school's waiver requirements.

Waiver requirements include being enrolled in a health insurance plan that is fully compliant with all provisions of the Affordable Care Act (ACA), requires you to have access to providers near campus and coverage for services beyond urgent and emergency services. Therefore, if you are enrolled in an out-of-state HMO or Medicaid plan, your coverage will likely be limited — or unavailable — outside of your state's service area and will not meet your school's waiver requirements. **If a claim is submitted before you have an approved waiver, you will remain enrolled in the plan.**



1. Go to [www.gallagherstudent.com/Springfield](http://www.gallagherstudent.com/Springfield).
2. Follow the login instructions.
3. Click on the "WAIVE" button under "Plan Summary."
4. You will need your health insurance information.
5. Follow the instructions to complete the form.
6. A reference number will be emailed upon submission; however, final determination may take 24–48 hours.

**Note:** Your insurance information is required to complete the waiver form; you do not need to upload documents at the time of initial submission. You will receive an email notification if additional documents are needed.

**If you successfully waived SHIP coverage but decide to enroll at a later date, you can cancel the waiver form after it's been submitted by following the directions below.**

This must be completed prior to the waiver/enrollment deadline.

1. Go to [www.gallagherstudent.com/Springfield](http://www.gallagherstudent.com/Springfield).
2. Follow the login instructions.
3. Navigate to "Account Details."
4. Click "Click Here to Rescind Your Waiver."
5. Click "Rescind My Waiver."

**Note:** Once your waiver is rescinded, this action cannot be reversed. You may not edit your form after the waiver deadline.

**If I waive, but then lose my coverage, can I enroll in SHIP?**

If you waive SHIP and then lose coverage, you can enroll in the plan. Losing coverage is categorized as a Qualifying Life Event. Other Qualifying Life Events include:

- Reaching the age limit of another health insurance plan.
- Involuntary loss of coverage from another health insurance plan.

**To initiate the Qualifying Life Event process:**

1. Go to [www.gallagherstudent.com/Springfield](http://www.gallagherstudent.com/Springfield).
2. Follow the login instructions.
3. Click on "Enroll-Qualifying Life Event."
4. Complete the online form and upload the required supporting document, such as the loss of coverage letter from your prior health insurance company showing your name and the last day of coverage.

**Note:** Read the form carefully as it contains very specific information on the Qualifying Life Event process.



If your enrollment in SHIP is on a voluntary basis, there is no option for the Qualifying Life Event process if you lose coverage with your current health insurance plan.

### Once enrolled, can I cancel? Get a refund?

Once you are enrolled in SHIP, you will remain enrolled for that coverage period. However, if you are enrolled in annual coverage, you may only request coverage termination — and a pro-rated premium refund/credit — in the following situations:

- You're entering the armed forces.
- You will not be enrolled at school for the spring semester for any reason. Your status will be confirmed with your school.
- You became eligible and enrolled in a subsidized health insurance plan through the Massachusetts Health Connector or in MassHealth (excluding MassHealth Limited, Health Safety Net or the Children's Medical Security Plan). Your coverage must begin on or before the start of the spring health insurance coverage period (not academic spring semester).

If you meet any of the criteria outlined above you may submit a request terminate coverage. Requests need to be submitted to Gallagher Student Health & Special Risk **no later than the last day of fall coverage**.

#### To terminate coverage:

1. Go to [www.gallagherstudent.com/Springfield](http://www.gallagherstudent.com/Springfield).
2. Follow the login instructions.
3. Navigate to "Account Details" under "Plan Summary" and click the "Terminate Coverage" link.
4. Complete the termination form and choose your appropriate termination reason.
5. Some selections, like "Alternate Coverage," will prompt you to provide alternate insurance information.
6. Submit the form.

### Where can I get more information about my plan?

Go to [www.gallagherstudent.com/Springfield](http://www.gallagherstudent.com/Springfield).

### How much does my student health insurance cost?

See chart below:

| Annual<br>(08/15/2025-08/14/2026) |            |
|-----------------------------------|------------|
| Undergraduate Students            | \$2,116.67 |
| Graduate Students                 | \$3,195.83 |

### Have changes been made to this year's plan?

No changes were made to the plan for the 2025–2026 Policy Year.

### Am I still covered while traveling? When studying abroad?

Yes, your plan covers you wherever you are. If you are enrolled in SHIP and paid the premium, you'll be covered. Your plan also provides you with 24-hour Worldwide Travel Assistance, which includes services ranging from a lost passport to helping with emergency medical assistance or arranging emergency medical evacuation or repatriation of remains. It's important to contact GeoBlue (Inside the U.S.: 1-800-257-4823, Outside the U.S.: +1-610-254-8771 Collect Calls Accepted) before making arrangements on your own. Otherwise, these services will not be covered.

#### **Other information about seeking medical care abroad:**

- Always keep your SHIP ID card with you.
- Save a copy of the plan brochure and/or bookmark your student health website.
- If you get sick while abroad, you will likely need to pay for your care first and then submit bills for reimbursement. Your covered expenses will likely be considered an out-of-network expense.
- Before you submit claims for reimbursement, have the itemized bill(s) translated into English. Also include a letter informing the claims administrator you already paid for the healthcare service and need to be reimbursed.
- Write your name, ID number, address and school name on your bill(s). This will help the claims company process your reimbursement request correctly and promptly.

#### **GEO BLUE Customer Service for Members**

Contact us for questions about your current travel medical plan or other plans from GeoBlue.

By phone

Inside the U.S.: 1.844-268-2686

Outside the U.S.: +1-610-263-2847

By email

Service for Inbound (in the U.S.) plans:

[studentinfo@geo-blue.com](mailto:studentinfo@geo-blue.com) [opens in a new window](#)

Service for Study Abroad (outside the U.S.) plans:

[customerservice@geo-blue.com](mailto:customerservice@geo-blue.com) [opens in a new window](#)



## What other services are available to me through my SHIP?

### **Coast to Coast Vision™**

This is a discount program—not insurance—that will help make vision care more affordable. Students save 10% to 60% off eyeglasses, contact lenses and other retail eyewear items, as well as 10% to 30% off eye examinations at any participating Coast to Coast Vision™ provider and 40% to 50% off the national average on LASIK. For more information, to access your Coast to Coast Vision™ membership card, visit [www.findbestbenefits.com/student](http://www.findbestbenefits.com/student), or for questions about the discount plan, call 800-252-3059.

### **UNI-CARE**

This is a discount program—not insurance—that will help make dental care more affordable. Students save 10% to 50% on dental care expenses at any participating UNI-CARE dental provider nationwide. For more information, to access your UNI-CARE membership card, visit [www.findbestbenefits.com/student](http://www.findbestbenefits.com/student), or for questions about the discount plan, call 800-252-3059.

### **Guidance Resources Program**

Access your ComPsych® GuidanceResources® services anytime, anywhere from your computer, tablet or smartphone. Our award-winning portal, GuidanceResources® Online, is your go-to site for expert information and tools on the issues that matter most to you: relationships, work, school, wellness, finance, free time and much more. With 24/7 access, you can get the info you need when and where you need it by visiting [guidanceresources.com/members](http://guidanceresources.com/members).