



Student Health &
Special Risk

2023-2024

Student Health Insurance Plan (SHIP)

Frequently Asked Questions



INTERNATIONAL STUDENTS

Table of Contents

| | |
|---|----------|
| Getting Started | 2 |
| <i>Where can I learn about the student health insurance plan (SHIP)?</i> | 2 |
| Enrolling in My SHIP | 2 |
| <i>Am I eligible for student health insurance?</i> | 2 |
| <i>How do I login to enroll or waive (opt out) of SHIP?</i> | 2 |
| <i>How do I enroll?</i> | 2 |
| <i>How do I enroll my dependents?</i> | 3 |
| <i>Am I eligible to waive?</i> | 3 |
| <i>How do I waive health insurance coverage?</i> | 3 |
| <i>Will you audit or verify my waiver request?</i> | 3 |
| <i>Can I cancel my waiver form after I've submitted it?</i> | 3 |
| <i>If I waive, but then lose my coverage, can I enroll in SHIP or enroll my dependents if they lose coverage?</i> | 4 |
| <i>Once enrolled, can I cancel? Get a refund?</i> | 5 |
| About My Benefits | 5 |
| <i>What do my benefits include?</i> | 5 |
| <i>Have changes been made to this year's plan?</i> | 6 |
| <i>Am I still covered if I live off campus? While traveling? When studying abroad?</i> | 6 |
| <i>Am I still covered after I graduate?</i> | 6 |
| <i>What other services are available to me through my SHIP?</i> | 6 |
| <i>How do I obtain a tax form?</i> | 7 |
| Contact Information | 8 |
| <i>Who do I contact?</i> | 8 |

INTERNATIONAL STUDENTS

Getting Started

Where can I learn about the student health insurance plan (SHIP)?

Visit www.gallagherstudent.com/davenport-int or [Wellfleet Student - Davenport University - International \(studentinsurance.com\)](http://Wellfleet Student - Davenport University - International (studentinsurance.com)).

Enrolling in My SHIP

Am I eligible for student health insurance?

Davenport University requires that all international students obtain and maintain health insurance coverage while enrolled at the University. All international students will be automatically enrolled in the Student Health Insurance Plan (SHIP), unless an approved waiver is submitted prior to the deadline.

How do I login to enroll or waive (opt out) of SHIP?

1. Visit www.gallagherstudent.com/davenport-int.
2. Under "Profile," click "Log In" and enter your student login credentials.

First-time users: You will need to complete the registration form by clicking on "Sign Up." Please register using your school email address. Upon registration, look for an email from Gallagher Student Health to verify your email address and activate your account. Click on the link within email and it will take you directly to your newly created Gallagher Student Health account. If you are unable to locate the link within your email, please check your junk/spam folder and activate your account.

How do I enroll?

1. Go to www.gallagherstudent.com/davenport-int.
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.

INTERNATIONAL STUDENTS

How do I enroll my dependents?

This plan does not offer coverage for your dependents.

Am I eligible to waive?

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, your coverage will likely be limited — or unavailable — outside of your HMO's service area and will not meet your school's waiver requirements. If a claim is submitted before you have an approved waiver, you must stay enrolled in the plan.

How do I waive health insurance coverage?

1. Go to www.gallagherstudent.com/davenport-int.
2. Follow the login Instructions.
3. Under "Plan Summary", click "Waive" button.
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.

Will you audit or verify my waiver request?

Yes, we will audit or verify your waiver request. This is to make sure your insurance plan will cover you when you are at school.

Can I cancel my waiver form after I've submitted it?

Yes, only if it is before your waiver/enrollment deadline of September 22, 2023.

1. Go to www.gallagherstudent.com/davenport-int.
2. Follow the login Instructions.
3. Navigate to "Account Details".

INTERNATIONAL STUDENTS

4. Click "[Click here to rescind your waiver](#)".
5. Click "Rescind My Waiver".

NOTE: Once waiver is rescinded, this action cannot be reversed.

You may not edit your form after September 22, 2023.

If I waive, but then lose my coverage, can I enroll in SHIP or enroll my dependents if they lose coverage?

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.

You can only add eligible dependent(s) outside of the enrollment period if one of these qualifying events occurs:

- You get married
- You have a child
- You get divorced
- Your dependent enters the country for the first time
- Your dependent loses coverage under another insurance plan

To initiate the Qualifying Life Event process:

1. Go to www.gallagherstudent.com/davenport-int.
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.

INTERNATIONAL STUDENTS

Once enrolled, can I cancel? Get a refund?

Once you are enrolled in SHIP, you will remain enrolled in the plan for the full coverage period. You have no option to terminate coverage unless you enter the armed forces. In that case we will refund — or your student account will be credited — a pro-rated share of your premium. If you are an international student withdrawing or graduating from your school and returning to your home country, you may qualify for a refund of premium.

About My Benefits

What do my benefits include?

Your SHIP is fully compliant with the Affordable Care Act (ACA) and all other federal and state mandates. It pays for a wide range of medical services, including hospital room and board, inpatient and outpatient surgical procedures, labs and x-rays, chemotherapy and radiation, inpatient and outpatient mental health services, physician office visits, consultant visits, ambulance, emergency care and prescription drugs.

It covers preventive care services at no cost when you use In-Network providers. This includes routine physicals and examinations, screenings, GYN examinations and most immunizations.

It pays for 100% of your medical fees when you use In-Network providers and 80% of your medical fees when you use Out-of-Network providers. This is the advantage to using in-network providers. When you use Out-of-Network providers the coinsurance is less which means your potential out-of-pocket costs are more. You will also be responsible for paying any deductibles and applicable office visit and prescription drug copayments.

- It has a \$100 per Insured, per policy year combined deductible for In-Network and Out-of-Network services.
- It has a \$15 copayment for office visits
- Prescription drugs are covered for a 30-day supply after a:
 - \$10 copay for a generic/Tier-1 drug
 - \$15 copay for a preferred brand name/Tier-2 drug
 - \$ 30 copay for a non-preferred brand name/Tier-3 drug

Note: in some cases, prescription drugs may have a supply or quantity limit or require your doctor to get a Prior Authorization before you can pick-up your prescription. You can see review your plans' pharmacy list or formulary by visiting your school's page at www.gallagherstudent.com/davenport-int.

INTERNATIONAL STUDENTS

Have changes been made to this year's plan?

No changes were made to the plan for the 2023–2024 Policy Year.

Am I still covered if I live off campus? 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 TravelGuard 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.

Am I still covered after I graduate?

You will be covered under your SHIP until the end of the policy period for which you are enrolled in SHIP and have paid your premium. If you enrolled and paid for the fall semester and graduate in December, you will be covered until the end of the fall semester coverage period. If you enrolled and paid for annual or spring/summer coverage and graduate in the spring, you will be covered until the end of the policy year. You won't be able to continue your coverage after your policy terminates.

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

INTERNATIONAL STUDENTS

information, to access your Coast to Coast Vision™ membership card, visit [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 [student](#), or for questions about the discount plan, call 800-252-3059.

SilverCloud Behavioral Health

SilverCloud Health offers online, self-guided programs designed for young adults to address anxiety, depression, stress, resilience, or insomnia. Based on cognitive behavioral therapy principles, these self-guided programs are available any time, on any device. To start on your path to better managing your well-being, visit <https://gsh.silvercloudhealth.com/signup/>

How do I obtain a tax form?

If the federal government requires reporting of health insurance coverage for 2023, tax forms will be mailed to the address on file by either the Insurance Carrier or the Claims Administrator. Please refer to the Important Contact Information Section of this document for further information.

INTERNATIONAL STUDENTS

Contact Information

Who do I contact?

See the guide below:

| Answer Needed | Who To Contact | Contact Information |
|---|---|---|
| Enrollment, coverage, or service concerns | Gallagher Student Health & Special Risk | 500 Victory Road Quincy, MA 02171 Website: www.gallagherstudent.com/davenport-int , click the 'Help Center' link |
| ID cards, benefits, claims, claims payments incurred & Tax forms | Wellfleet | Wellfleet Group, LLC PO Box 15369 Springfield, MA 01115 Phone: 1-877- 657-5030, Email: customerservice@wellfleetinsurance.com Website: www.wellfleetinsurance.com |
| Preferred Provider Network | Cigna Preferred Provider Network | Phone: 1-877-657-5030 www.gallagherstudent.com/davenport-int , click on 'Find a Doctor' |
| Participating pharmacies | Wellfleet Rx | Phone: 1-877-657-5030 www.gallagherstudent.com/davenport-int , click "Pharmacy Program" |
| Voluntary Dental & Vision | Ameritas Dental and Vision | Phone: 1-855-672-3232 www.gallagherstudent.com/davenport-int , click "Dental and Vision Enrollment" |
| Gallagher Student Health Complements (SHIP Plan Enhancements) | Coast to Coast Vision (Discount Vision) UNI-CARE (Dental Savings) SilverCloud (Behavioral Health) | 800-252-3059 findbestbenefits.com/student 800-252-3059 findbestbenefits.com/student https://qsh.silvercloudhealth.com/signup/ |
| Worldwide assistance services (medical evacuation and repatriation) | TravelGuard | Toll-free within the United States: 1-877-305-1966 Collect from outside of the United States: 1-715-295-9311 |
| Telehealth services | CareConnect | Phone: 1-888- 857-5462 |