

Tiffin University

2024–2025

Student Health Insurance Plan

# Frequently Asked Questions



Student Health &  
Special Risk



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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 Quincy, MA 02171 <a href="http://www.gallagherstudent.com/Tiffin">www.gallagherstudent.com/Tiffin</a> click "Help Center"
ID Cards, Benefits, Claims, Claims Payments Incurred and Tax Forms On or After August 1, 2024	Wellfleet	2077 Roosevelt Ave  Springfield, MA 01104  Phone: 1-800-633-7867  Email: <a href="mailto:customerservice@wellfleetinsurance.com">customerservice@wellfleetinsurance.com</a> Website: <a href="http://www.wellfleetinsurance.com">www.wellfleetinsurance.com</a>
Preferred Provider Network	Cigna PPO Network	Phone: 1-877-657-5030  Website: <a href="http://www.gallagherstudent.com/Tiffin">www.gallagherstudent.com/Tiffin</a> , click "Find a Doctor"
Participating Pharmacies	Wellfleet Rx	Website: <a href="http://www.gallagherstudent.com/Tiffin">www.gallagherstudent.com/Tiffin</a> , click "Pharmacy Program"
Voluntary Dental	Ameritas	Phone: 1-855-672-3232



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Answer Needed	Who To Contact	Contact Information
<p>Gallagher Student Health Complements (SHIP Plan Enhancements) (if applicable)</p>	<p>Coast to Coast Vision (Discount Vision) 800-252-3059 <a href="https://findbestbenefits.com/student">findbestbenefits.com/student</a></p> <p>UNI-CARE (Dental Savings) 800-252-3059 <a href="https://findbestbenefits.com/student">findbestbenefits.com/student</a></p> <p>SilverCloud (Behavioral Health) <a href="https://gsh.silvercloudhealth.com/signup/">https://gsh.silvercloudhealth.com/signup/</a></p>	
<p>Worldwide Assistance Services (Medical Evacuation and Repatriation)</p>	<p>TravelGuard</p>	<p>Toll-free within the United States: 1-877-305-1966</p> <p>Collect from outside of the United States: 1-715-295-9311</p>
<p>Additional Student Assistance Programs</p>	<p>24/7 Nurseline or Student Assistance Program</p>	<p>Phone: 1-800-634-7629</p>
<p>Behavioral Health services</p>	<p>CareConnect</p>	<p>Phone: 1-888-857-5462</p>

## Getting Started

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



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1. Visit [www.gallagherstudent.com/Tiffin](http://www.gallagherstudent.com/Tiffin), or scan the QR code.
2. Under “Profile,” click “Log In” and enter your student login credentials.

## How do I enroll?

1. Go to [www.gallagherstudent.com/Tiffin](http://www.gallagherstudent.com/Tiffin)
2. Follow the login Instructions.
3. Click on the “Enroll” button under “Plan Summary.”
4. Follow the instructions to complete the form to enter and enroll your “dependent spouse/partner” and/or “dependent children.”
5. Enrollment confirmation will be sent.

You must purchase dependent insurance for the same coverage period as your own coverage; it can't be for a longer or shorter period than your own. For example, if you enroll for fall coverage, your dependents need to be enrolled for fall coverage; you wouldn't be able to enroll them for annual coverage. If you enroll for fall coverage and do not enroll your dependents at that time, you cannot enroll your dependents unless a qualifying event occurs.

**Note:** *If enrolling a dependent for the first time in SHIP, documentation needs to be uploaded at the time of submission. For example, a marriage certificate for a dependent spouse or birth certificate for a dependent child.*

## 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/Tiffin](http://www.gallagherstudent.com/Tiffin).
2. Follow the login instructions.



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3. Click on the “Waive” button under “Plan Summary.”
4. You will need your health insurance information.

**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 have successfully waived but decide to enroll you can cancel the waiver form after it’s been submitted by following the directions below.**

Prior to the waiver/enrollment deadline of September 6, 2024.

1. Go to [www.gallagherstudent.com/Tiffin](http://www.gallagherstudent.com/Tiffin).
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 waiver is rescinded, this action cannot be reversed. You may not edit your form after September 6, 2024.

**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 life 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/Tiffin](http://www.gallagherstudent.com/Tiffin).
2. Follow the login instructions.
3. Click on “Enroll-Qualifying Life Event.”



- 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.

### 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.

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

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

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

See chart below:

	Annual (08/01/2024–07/31/2025)	Spring/Summer (01/01/2025–07/31/2025)
Enrollment/Waiver Deadline	September 6, 2024	January 24, 2025
Student	\$2,309	\$1,342
Spouse/Domestic Partner	\$2,309	\$1,342
Each Child	\$2,309	\$1,342
3 or more Children	\$6,927	\$4,026

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

Here are the changes made for the 2024–2025 Policy Year:

- Teladoc Behavioral Health will be included in the plan at no member cost share.
- The \$25 Copay will be removed In and Out of Network for Urgent Care.

### 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 TravelGuard at 1-877-305-1966 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.