

Duke University

2024–2025

Dental Insurance Plan

Frequently Asked Questions



Gallagher

Student Health &
Special Risk



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1 This document is intended as a general summary. It is not inclusive of all benefits, restrictions and exclusions in your Student Health Insurance Program. Insurance brokerage and related services to be provided by Gallagher Affinity Insurance Services, Inc. (License No. 100310679 | CA License No. 0783129).



Contacts

Answer Needed	Who To Contact	Contact Information
Enrollment, Coverage or Service Concerns	Gallagher Student Health & Special Risk	500 Victory Road Quincy, MA 02171 https://www.gallagherstudent.com/duke click "Help Center"
ID Cards, Claims, and Tax Forms	Aetna Dental	www.studentblue.nc 888-206-4697
Voluntary Dental	Aetna Dental	http://www.aetnastudenthealth.com/duke (877) 238-6200



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Getting Started

How do I log into the portal to enroll in or opt of the Student Dental Plan?

1. Visit <https://www.gallagherstudent.com/duke>
2. Under "Profile," click "Log In" and enter your student login credentials.

How do I enroll?

International and PHD Students:

No action is needed as you are automatically enrolled in the student dental plan. To view your coverage details:

1. Go to <https://www.gallagherstudent.com/duke> .
2. Follow the login Instructions.
3. View "Account Details," found on the lower left side of landing page.

To opt out of the dental plan:

1. Follow the instructions above
2. Scroll down to the "dental plan summary" section
3. Select the email address (Quincy.BSD.enrollmentteam@AJG.com) to opt out. This link will generate a pre-filled in email confirming that you are opting out of dental coverage.
4. Please send the email to the pre-populated email address.



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Plan Summary

Carrier Name: Aetna Dental

Domestic Students: click the 'Enroll' button to enroll in the 2024-2025 Duke University Dental Plan.

International and PHD students, select

Quincy.BSD.enrollmentteam@AJG.com to Opt Out of the 2024-2025 Duke University Dental Plan"

If opting out you will receive an email confirmation that your request has been processed.

Domestic Students:

1. Go to <https://www.gallagherstudent.com/duke>
2. Follow the login instructions.
3. Click on the "Enroll" button under "Plan Summary."
4. Follow the instructions to complete the form.
5. Enrollment confirmation email will be sent.

How do I enroll my dependents?

1. Go to <https://www.gallagherstudent.com/duke>.
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.



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Note: If enrolling a dependent for the first time 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.

Once enrolled, can I cancel? Get a refund?

Once you are enrolled in the Aetna Dental plan, 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.

Where can I get more information about my plan?

Go to <https://www.gallagherstudent.com/duke>

Have changes been made to this year's plan?

No changes were made to the dental plan for the 2024–2025 Policy Year.