

# STUDENT HEALTH INSURANCE PLAN (SHIP)

## SUMMER 2021 Waiver, FAQ



### Where do I submit my waiver?

If you meet the criteria, please submit evidence of your alternate health insurance coverage that meets the requirements of the Federal Patient Protection and Affordable Care Act (PPACA) and apply for a waiver through the Academic Health Plans (AHP) website [utep.myahpcare.com/waiver](https://www.utep.myahpcare.com/waiver) before **June 14, 2021**.

### How do I attach electronic copies of my alternate insurance ID cards and/or my policy documents?

For tips on attaching your documents, [click here](#), or go to <https://goo.gl/vF9EHw>.

### Why is Global Emergency Service (medical evacuation and repatriation) needed for International students?

UT System requires all International students to have this coverage. Global Emergency Service coverage includes medical evacuation (provides transportation to your home country in the event of a medical emergency) and repatriation (provides transportation to your home country in the event of death). If you are an International student, your waiver request cannot be approved without this coverage.

### Why am I not able to log in to the waiver system?

Here are several possible reasons why you cannot log in to the waiver system.

- Ensure that your password is correct. If your initial password is your date of birth, be sure to enter it as MMDDYYYY with no other characters.
- Ensure that your student ID is inputted correctly.
- If you need to reset your password, click the link under 'Login Assistance' on the login page and a password reset email will be sent to the email address on file.
- If you see the "UT El Paso has not provided the information that you are currently eligible to waive the student health insurance plan" message on the login screen, contact, [hrsupportcenter@utep.edu](mailto:hrsupportcenter@utep.edu) to determine if any error has been made regarding your waiver eligibility.
- If the waiver period has ended, you will no longer be able to log in.

### What is my waiver status?

All waiver email communications will be sent to your school email address by AHP and any others that you provided:

- You will receive a confirmation email (and text message, if you signed up for it) when your waiver submission has been received.
- An email will be sent when/if additional information is required from you as well as when the waiver is approved or denied.
- If you log in to the waiver system, you can see your waiver status displayed on the left-side of the dashboard.

### Why was my waiver request denied?

Your alternate policy does not meet one or more of the policy's requirements. If your waiver request is denied, an email that describes the waiver denial reasons in more detail will be sent (by AHP) to the email address on file.

### When will my waiver be processed?

Processing may take up to 48 hours after waiver deadline date (June 14, 2021).

### Contact Information:

**Academic Health Plans** 855-247-7587 [help.ahpcare.com/hc/en-us](https://www.help.ahpcare.com/hc/en-us)

**Office of Human Resources (Benefits)** 915-747-5202 [benefits@utep.edu](mailto:benefits@utep.edu)

**Admissions Office** 915-747-5890 [futureminer@utep.edu](mailto:futureminer@utep.edu)

**Graduate School** 915-747-5491 [gradschool@utep.edu](mailto:gradschool@utep.edu)