UC SHIP WAIVER PROCESS: FAQ’S

1. My waiver was approved. When will I see my waiver credit posted to my ZOT account?
   o Allow up to 10 business days after your waiver is officially approved by AHP and **AFTER**
     your registration fees are assessed. If you still don’t see your waiver credit after this
     time frame, please contact the Insurance Department via email at **shc-insurance@uci.edu**
     or call us at 949-824-2388.

2. My waiver was just approved but my registration fees are due soon. What should I do?
   o We always advise students to pay their registration fees before the deadline, regardless
     of whether or not the waiver credit has been applied in order to avoid dropped classes.
     If you paid your fees and after your waiver credit is applied to your ZOT account, you
     will receive a refund of the UC SHIP fees in the original form of payment (i.e., financial
     aid, credit card, etc.).
   o The Insurance Department cannot expedite application of waiver credits as that is
     handled in conjunction with other departments. Therefore, please submit your waiver
     as early as possible.

3. My waiver was denied because I answered a waiver question incorrectly. How do I edit my
   waiver answers?
   o If you feel that your waiver was denied in error, please follow the instructions below to
     review your answers. *Note: Once your waiver is audited by AHP, you will receive an
     email from AHP detailing the reason for your denial.
     ➢ Go to [https://shc.uci.edu/insurance/waiving-ship/apply-for-waiver](https://shc.uci.edu/insurance/waiving-ship/apply-for-waiver)
     ➢ Click the relevant ‘Academic Health Plans - Waiver Site’ link.
     ➢ Enter your UCInetID
     ➢ Enter your UCI password
     ➢ On the waiver home page, click on the ‘Waive’ button from the “I Already Have
       Insurance” section.
     ➢ Enter your insurance information and attach your required insurance documents.
     ➢ Select the ‘Submit Waiver’ button at the bottom of the waiver form.
   o Editing your waiver via the AHP waiver site will allow for faster re-processing versus
     completing a waiver appeal form:
     ▪ However, if your waiver was denied due to non-compliance with the waiver
       criteria, then you must submit a waiver appeal to the Insurance Department.
     ▪ Editing your waiver via the AHP site only applies if you answered a question
       incorrectly, when attaching additional/missing documents, or when editing
       other information submitted (i.e., invalid policy/subscriber ID, etc.).

4. I’m not sure if my insurance meets waiver criteria. Can someone in SHC’s Insurance Department
   verify if my insurance meets waiver criteria (before submitting to AHP)?
   o SHC Insurance Department staff do not perform this function. Academic Health Plans,
   the waiver administrator, audits all waivers and verifies eligibility to ensure outside
insurance plans meet UCI’s waiver criteria. We highly encourage students to review the waiver criteria (see link below) and compare with their outside insurance plan’s Summary of Benefits, prior to submitting their waiver to AHP.

5. What is the waiver deadline?
- See link below for Fall, Winter and Spring/Summer waiver periods and deadlines. The Fall, Winter and Spring quarter waiver deadline dates also appear on the Academic Calendar webpage on UCI Registrar’s website at UCI University Registrar.
- UC SHIP Waiver Periods and Deadlines AY 2019-20

6. What are the UC SHIP coverage periods?
- See below for Fall, Winter and Spring/Summer UC SHIP coverage periods and effective dates.
- UC SHIP Dates of Coverage and Fees AY 2019-20

7. I want to obtain coverage for my dependents. What is the process to obtain voluntary coverage for my dependents?
- Academic Health Plans manages all voluntary and dependent enrollment. See link below for more information as well as voluntary enrollment forms.
- Voluntary and Dependent Enrollment
- AHP Contact Information:
  Academic Health Plans
  (855) 427-3206 (6:00 AM - 4:00 PM PST)
  (855) 858-1964 (Fax)
  3500 William D. Tate Avenue, Suite 200
  Grapevine, TX  76051
  Email: ucship@ahpservice.com

8. Where can I obtain more information about UC SHIP benefits (i.e., medical, vision, dental, pharmacy)?
- See links below for Anthem medical, Delta Dental, Anthem Blue View vision and OptumRx pharmacy brochures, booklets and Summary of Benefits and Coverage for both the undergraduate and graduate plans:
- USHIP   GSHIP

9. How much does UC SHIP cost? How do I pay for it?
- UC SHIP fees are included in registration fees which you pay via your ZOT account.
- Cost of UC SHIP (2019-20)

10. I can only access the international waiver link but I’m a domestic student (or vice versa). What should I do?
- If you feel that your classification of domestic vs. international student is incorrect, please contact the Registrar’s Office to confirm and or possibly correct.
  - Note: Registrar classifies US Citizens, Permanent Residents, and Dreamer/DACA students as “Domestic”. All other students, including those with F-1, J-1 or other nonimmigrant visas, are classified as “International.”
After you contact the Registrar’s Office and confirm your classification is incorrect, please work with the Registrar’s Office to correct. Once the Registrar’s Office completes this correction, that updated information will feed over to AHP automatically within 3-5 business days and you will be able to access the correct waiver link.

After you contact the Registrar’s Office and determine that your classification is correct but AHP has provided you with the incorrect waiver link access, please contact the SHC Insurance Department via email at shc-insurance@uci.edu or call us at 949-824-2388 so that we can work with AHP and OIT to resolve the issue.

11. I don’t know how to answer some of the waiver questions. Can someone in SHC’s Insurance Department assist me with answering the questions?
   - Unfortunately, we cannot provide answers to the waiver questions. We encourage students to answer the waiver questions to the best of their ability. If denied by AHP, students have an opportunity to edit their answers.

12. I have Medi-Cal/Cal-Optima insurance but do not understand waiver question #3): Does your plan have an annual out of pocket maximum of $7,900 or less for an individual or $15,800 or less for a family?
   - If you have no out of pocket responsibility with Medi-Cal (i.e., $0.00), then you would answer YES since $0 is less than $7,900.