

**FAQ**  
**Student Health Insurance Program**  
[www.aipstudentinsurance.com](http://www.aipstudentinsurance.com)

Hello, and welcome to the Student Insurance Program selected by your school, which is administered by AIP Student Insurance. This letter contains important information pertaining to your insurance program, and how you may maximize the benefits you receive from the program.

**IMPORTANT PHONE NUMBERS**

<b>AIP Student Insurance (for Questions and Assistance)</b> (Office hours 8:00 am to 7:00 pm Central Time)	<b>800-452-5772</b>
<b>Student Assurance Services (for Claim issues)</b> (Office hours 7:00 am to 4:30 pm Central Time)	<b>800-328-2739</b>
<b>Scholastic Emergency Services, Inc (Travel Assistance Services)</b> Outside the USA	<b>800-872-1414</b> <b>609-986-1234</b>
<b>24-Hour Nurse Advice Line</b>	<b>877-351-9900</b>

**PRIOR INSURANCE COVERAGE – VERY IMPORTANT!**

*If you have been insured by another insurance company within the 63 days prior to enrolling in the student insurance plan, you will want to obtain a letter of certification from your prior insurance company, providing the name of the prior insurance company, your prior policy number and identification number, and the dates for which you were insured with this company. **If you file an insurance claim against this student insurance policy, please include a copy of your letter of certification from your prior insurance company when you send your claim form and bills for medical expenses.***

**WHEN YOU ARE IN NEED OF MEDICAL TREATMENT-  
NO PRE-AUTHORIZATION REQUIRED**

1. **In a true *emergency*** where without immediate medical care, (a) you would place your health in *significant* jeopardy; (b) there would be *serious impairment* to bodily function; (c) *serious dysfunction* of any bodily organ or part; (d) you are in *inadequately controlled pain*; or if with respect to a pregnant woman, you are having contractions or there is a threat to the health or safety of your unborn child, **please seek immediate medical attention from the nearest hospital emergency room.**
2. **In non-emergency situations, if you are enrolled in a plan with a Preferred Provider Network, you will want to obtain your medical treatment from a provider in the Network, which will result in a higher reimbursement.** If you are required to use a Preferred Provider, the name of the Network will be shown on your Identification Card as well as in the student insurance brochure.

3. Go to the AIP website, [www.aipstudentinsurance.com](http://www.aipstudentinsurance.com). Find the school you attend using our search and go to it's insurance website. Click on Preferred Provider. This will bring you to an option to search for a doctor or hospital near you. You may search for a doctor, or a hospital/facility, or you may search by medical treatment specialty. You will insert your zip code anywhere in the United States, and a list of providers will come up. Please confirm with the doctor's office or hospital that they remain contracted with the Preferred Provider Network when you make your appointment for medical service. The name of the Preferred Provider Network, and any applicable co-payments due to the hospital emergency room or doctor's office, are shown your Identification Card. (Many doctor's offices will take your co-payment at the time of medical service. Most emergency rooms will not ask for the co-payment during your visit. The emergency room co-payment will be deducted from the reimbursement you receive from the Claim Office.
4. *You need to bring your Identification Card to present to your provider at the time of medical service.* This can be obtained by going to [www.aipstudentinsurance.com](http://www.aipstudentinsurance.com) and finding your school using our search. Next, if your school offers multiple plans select the plan you are enrolled into on your school's student insurance website. Then or otherwise click on Print ID Card.

#### **HOW DO I OBTAIN MY PRESCRIPTION MEDICATION?**

1. **Your health insurance program provides a Prescription Drug Card through the Express Scripts Pharmacy Network** (you will receive your permanent Identification Card directly from Express Scripts which will show the applicable co-payment for generic, brand, or single source medication), **go to the nearest pharmacy to obtain your medication. You will be expected to pay the co-payment when you pick up your medication.** (You may download a temporary identification card to use until the permanent Identification Card is received at [www.aipstudentinsurance.com](http://www.aipstudentinsurance.com), find your school and click on Temporary ID Card for Pharmacy benefits.)
2. If you need to purchase medication prior to the company's receipt of the list of insured students from the School, you will not be able to use the Drug Card. Prior to receipt of the list of insured students, you will need to pay for the medication and submit a claim form for reimbursement. The prescription claim form is available at [www.aipstudentinsurance.com](http://www.aipstudentinsurance.com) Find your school and click Pharmacy Claim Form.

#### **HOW CAN I FILE A MEDICAL CLAIM WITH THE STUDENT INSURANCE PLAN?**

1. The hospital or doctor's office may send their bill for medical services directly to Student Assurance Services.
2. If your provider does not agree to send the bill directly to the claim office for you, you will need to send it to Student Assurance Services yourself.

3. **For every medical condition for which you wish to claim benefits, you must send Student Assurance Services a claim form**, which you must complete in full. This information will provide us with a description of your medical condition.
4. You may obtain a claim form through the student insurance website, [www.aipstudentinsurance.com](http://www.aipstudentinsurance.com). Find the school you attend using our search and go to its insurance website. Next if your school offers multiple plans select the plan you are enrolled into. Now you are able to download and print a copy of the claim form, or you may complete the online version of the form.
5. If you do not use the online claim form which is emailed immediately to the claim office, **mail your claim form** (and medical bills if your provider did not already do so) to Student Assurance Services, P.O. Box 196, Stillwater, MN 55082 (800) 328-2739.
6. **If you have had insurance coverage through another insurance company, or through your government, within 63 days of enrolling in the student insurance plan, please send your Letter of Certification along with your claim form and medical bills.**

#### **HOW CAN I CHECK THE STATUS OF A CLAIM I HAVE FILED?**

1. You may check the status of a claim you have filed online, by going to the website [www.aipstudentinsurance.com](http://www.aipstudentinsurance.com). Find the school you attend using our search and going to its insurance website. Next if your school offers multiple plans select the plan you are enrolled into. Then go to Check Claims Online. You may then set up your own secure account.
2. You may call the claim office at 800-328-2739.
3. You may email the claim office through [www.aipstudentinsurance.com](http://www.aipstudentinsurance.com). Find the school you attend using our search and going to its insurance website. Next if your school offers multiple plans select the plan you are enrolled into. Then click Email Claim Office.
4. You may call AIP Student Insurance at 800-452-5772 at any time (between the hours of 7:00 am and 7:00 pm) for assistance.