



STUDENT INSURANCE PROGRAM

2011–2012

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

AIP Student Insurance (for Questions and Assistance) (Office hours 8:00 am to 7:00 pm Central Time)	800-452-5772
Administrative Concepts, Inc. (for Claims and Benefits) (Office hours 7:00 am to 6:00 pm Central Time)	866-317-9040
On Call International (Travel Assistance Services) Or call collect when outside the United States	800-850-4556 603-898-9159
24-Hour Nurse Advice Line	800-850-4556

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.

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**ASSOCIATED
INSURANCE PLANS**
INTERNATIONAL, INC.

Complete information available at:
800.452.5772 • www.AIPStudentInsurance.com

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 your Student Insurance Website by typing in your school specific URL in the internet browser. You can also go to www.AIPStudentInsurance.com, type in the name of your school. Once you are on your school's student insurance web page, click on Preferred Provider. You will then have the option to Search for a Doctor or Hospital near you 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. Any applicable co-payments due to the hospital emergency room or doctor's office are shown on 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. You will be mailed your Identification Card by AIP Student Insurance, but it can also be obtained at any time throughout the year by going to www.AIPStudentInsurance.com.

How Do I Obtain My Prescription Medication?

1. You may obtain your medication from any pharmacy, pay for your medication at the pharmacy at the pharmacy, and then submit the receipts for your medication, so that you may be reimbursed. Send these receipts, along with your completed claim form to Administrative Concepts. Please see Filing Your Claim with Administrative Concepts, below. The applicable co-payment and the deductible may be applied to your reimbursement (if your deductible has not yet been satisfied).



Filing Your Medical Claim With Administrative Concepts

1. The hospital or doctor's office may send their bill for medical services directly to Administrative Concepts.
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 Administrative Concepts yourself.
3. For every medical condition for which you wish to claim benefits, you MUST send Administrative Concepts 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 your student insurance website by typing in your school specific URL in the internet browser. You may also go to www.AIPStudentInsurance.com, type in the name of your school. Once you are on your school's student insurance webpage, Click on the applicable claim form. You may complete the claim form online, or you are able to download and print a .pdf copy of the claim form. If you are unable to do so, please call 800-452-5772 and request that a claim form be sent to you.
5. Please mail your claim form (and medical bills if your provider did not already do so) to Administrative Concepts, 994 Old Eagle School Road, Suite 1005, Wayne, PA 19087-1802.
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.

Checking The Status Of A Filed Claim

1. You may check the status of a claim you have filed online, by going to your Student Insurance Website by typing in your school specific URL in the internet browser. You can also go to www.AIPStudentInsurance.com, type in the name of your school. Once you are on your school's student insurance web page, click on Check Claims Online. You may set up your own secure account.
2. You may call the claim office at 800-452-5772.
3. You may email the claim office, by going to your Student Insurance Website by typing in your school specific URL in the internet browser. You can also go to www.AIPStudentInsurance.com, type in the name of your school. Once you are on your school's student insurance web page, click on Email Claims Department.

