TIPS TO REMEMBER

CALLS
• We are **not** calling from a Provider’s office. We are the insurance company.

• When you reach an automated system, select the **Member option**, not Provider. When a representative answers, explain that you are not the member, but calling from the insurance company.

• We are verifying medical eligibility only. We do not need benefit information.

• The insured does **not** have coverage with us. We administer student insurance for the university that the insured is attending. The insured is opting to waive our coverage, so we are verifying that he/she has other insurance.

• For Tricare, please use the telephone number 1-877-874-2273. If the insured only provides the last 4 digits of the social security number for Tricare or a Veterans Affairs policy, **do not decline**. Skip it and continue with the next waiver.
TIPS TO REMEMBER

SKIPS
• If the insurance company name used is CHP, National Union Fire, or uses any of these numbers; 800-222-6491, 888-722-1668, 888-622-6001, or 877-657-5030, do not call. This is our company. Skip These.
• If you are unable to verify coverage for Tricare or VA, do not decline. Skip These.
• ‘Skips’ will only be used for waivers that cannot be verified but should not be ‘declined.’

INFORMATION
• If the insurance company requests the insured’s mailing address, you may find this by clicking the ‘decline’ button. Click the back button to return to the waiver screen.
• If you want to do multiple verifications, sort by the insurance company’s phone number.
• If the waiver was approved in the Fall, please do not decline it for the Spr/Sum unless the policy has terminated. Please do not give the termination date in the declined reason.
• Do not decline any waivers for ‘invalid telephone number’ without checking the Waiver Telephone Number page, to see if a valid number is available.

TIPS TO REMEMBER

INFORMATION (CONTINUED)

• If for any reason you need to refresh the page, click on the word ‘Refresh’ that is located on the right hand side of the ‘Verify Waived Students’ page and written in blue. Please do not use your browser’s refresh button, i.e. Internet Explorer, Firefox, etc.

• The browser back button should be used on a limited basis. There is a ‘Back’ button within segments of the ‘Verify Waived Students’ system that should be used instead. Using a browser back button could result in causing a duplication of work and these will be identified.