TIPS TO REMEMBER

CALLS

• We are not calling from a Provider’s office. We are the insurance company the member is trying to waive coverage with.

• 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 an insurance company. You do not have a NPI (National Provider Identifier) number because we are not a provider office.

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

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

SKIP

- ‘Skips’ can be used for waivers that cannot be verified yet but should not be ‘declined.’

Examples:
1. Need to call (Queue might be too busy to make outbound calls)
2. On hold for over 5 minutes
3. Outside of insurance company business hours
4. Member policy does not become active yet (Must be before waiver deadline: need to call back and verify then) *Applies only if within 3-5 business day turn-around time

- What to include when skipping? (Reason, Initials, Date)

Example:
1. Need to call, SJ, 4/28/19
2. On hold over 5 minutes, SJ, 4/29/19
3. Mbr policy not active until 5/1/19, SJ, 4/30/19
TIPS TO REMEMBER
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 name of the insurance company.
• 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 Phone Numbers pdf or the general web to see if a valid number is available.
• 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.