



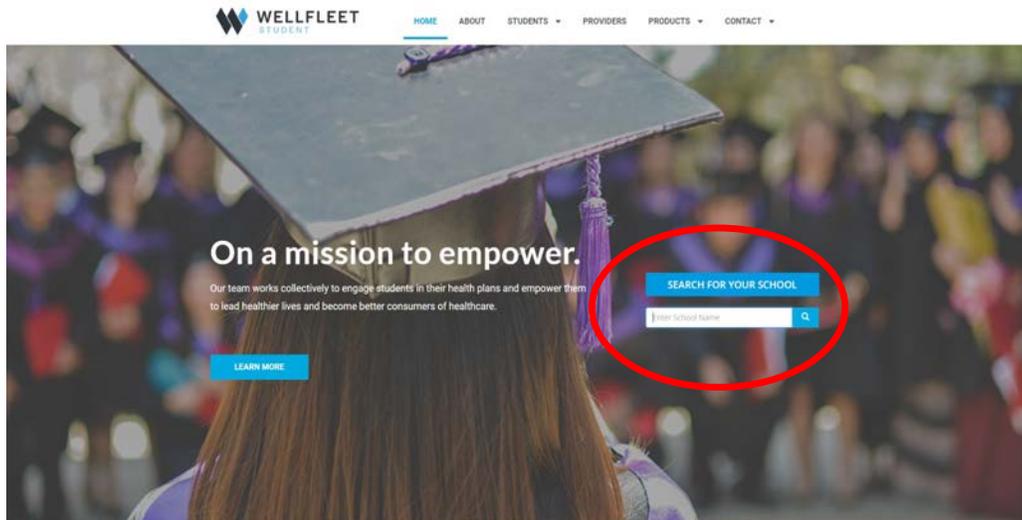
WELLFLEET
STUDENT

UNIVERSITY OF INCARNATE WORD WAIVER PROCESS

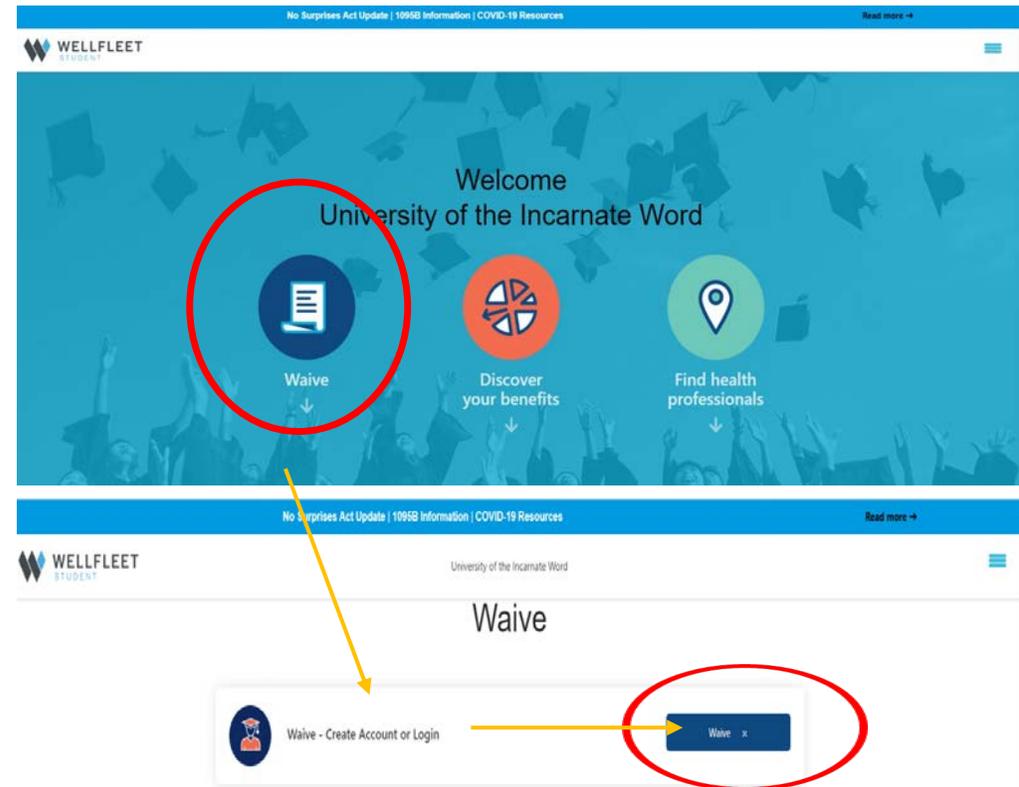
Active with the option to Waive

Waiver Process Steps 1 & 2

Step 1: Students will go to: www.wellfleetstudent.com
Under "Search for your School" type in the name of your College or University.



Step 2: Welcome to your School's Student Insurance Landing Page. From this page, select "Waive".
On the very next screen, **Waive - Create An Account** select, "Waive" to proceed.



Waiver Process Step 3

Step 3: New Students using the Wellfleet site must **“Create a New Account”**. Returning user can proceed to Login. To Create a New Account, Authentication is required. Students must enter their School ID and Date of Birth. Check “I’m not a robot” and then “Create Account”.

The image shows a composite of three screenshots illustrating the account creation process. On the left is the 'Login' page with fields for 'Username - (Email Address)' and 'Password', a 'Log in' button, and a 'Forgot Password' link. In the center is a 'Getting Started?' banner with an illustration of a student and a 'Create a New Account' button circled in red. On the right is the 'Authentication Required' page, which includes a 'Student ID' field, a 'Date of Birth' field with sub-fields for 'Month', 'Day', and 'Year', an 'I'm not a robot' checkbox, a reCAPTCHA widget, and a 'Create Account' button. Yellow arrows point from the circled 'Create a New Account' button to the 'Student ID' and 'Date of Birth' fields, and another arrow points to the 'I'm not a robot' checkbox.



Waiver process Step 4

Step 4: The next step - "Create a Login". Complete all the requested information and select "Create Account".

The screenshot shows the 'Create a Login' page for the Wellfleet Student system. The page header includes the 'WELLFLEET STUDENT' logo and a hamburger menu icon. The main heading is 'Create a Login'. Below the heading, there is a prompt: 'Please enter valid email address.' The form consists of several input fields: 'Username / Email *', 'Confirm Username *', 'Enter Password *' (with a 'Show Password Requirements' link and a visibility toggle), and 'Confirm Password *'. Below these, there is another set of 'Enter Password *' and 'Confirm Password *' fields, also with a 'Show Password Requirements' link and a visibility toggle. At the bottom, there is a 'Mobile Phone' field with a country code dropdown set to '+1'. A blue 'Create Account' button is located at the bottom of the form and is circled in red.



Waiver process Step 5

Step 5: Once the student has Created their Login information they will be logged into their Current Record. From here the student would select "Waive" to proceed.

The screenshot displays a web interface for a student's record. At the top, there are navigation links: [Homepage](#), [School Home](#), and [Term](#). Below these are dropdown menus for [Communications](#), [Benefits](#), [Claims](#), [Student Options](#), [Contact Us](#), [Admins](#), and [Spartacus](#). On the right side, there are buttons for [< BACK](#) and [LOGOUT](#).

The main content area is titled "Current Record: Annual" and includes a "History:" dropdown menu set to "Annual - 2022/2023 active".

ACCOUNT INFORMATION

Name:	Test, Student	Insurance ID:	
DOB:	11/11/2000	Gender:	F
Email:		Password:	***** [change]
Confirmation #:		Record Created By:	IMPORT
Last Login:	Has not logged into account. Record created on 5/16/2022	Record Created On:	5/16/2022
Enroll Status / Plan Type:	Active - MAN	School ID:	A001234567

[Print ID Card\(s\)](#)

POLICY INFORMATION

Coverage Period:	Annual	Record Year:	22/23
Coverage Dates:	8/1/2022 - 7/31/2023	Coverage:	SHIP
Class:	Undergraduate	Citizenship:	Domestic
Coverage Type:	S	Plan Number:	ST2201SH222201
Designation:	Hard Waiver		

The "Enroll Status / Plan Type" field shows "Active - MAN" and a red circle highlights the text "△ - Waive".

The Wellfleet logo is visible on the right side of the page.



Waiver process Step 6

Step 6: Student Profile. Confirm all fields represented with an "*" are correct. Complete information where needed. To Confirm Username / Primary Email and Select "Next".

WELLFLEET STUDENT

Waiving for Annual 8/1/2022 - 7/31/2023

START IDENTIFICATION WAVE REVIEW AND CONFIRM FINISH

Student Profile

Student ID*
A001234567
Your School ID starts with 'A00' followed by 7 digits.

Date of Birth*
Month Day Year
Gender*
Female

Last Name*
Test

First Name*
Student MI

Address1*
209 S Kingshighway

Address2

City*
SAINT CHARLES

State*
MISSOURI (MO)

ZIP*
63303

Alternate Phone
+1 636-949-0000

US Cell Phone*
+1

Country*
United States (US)

Opt in for text messages*
 Yes No

Class*
Undergraduate

Citizenship*
Domestic

Designation*
Hard Waiver

Primary Email (Username)*

Confirm Username / Primary Email*

Alternate Email
Note: This email will be used for password reset requests and for our academic alert emails.

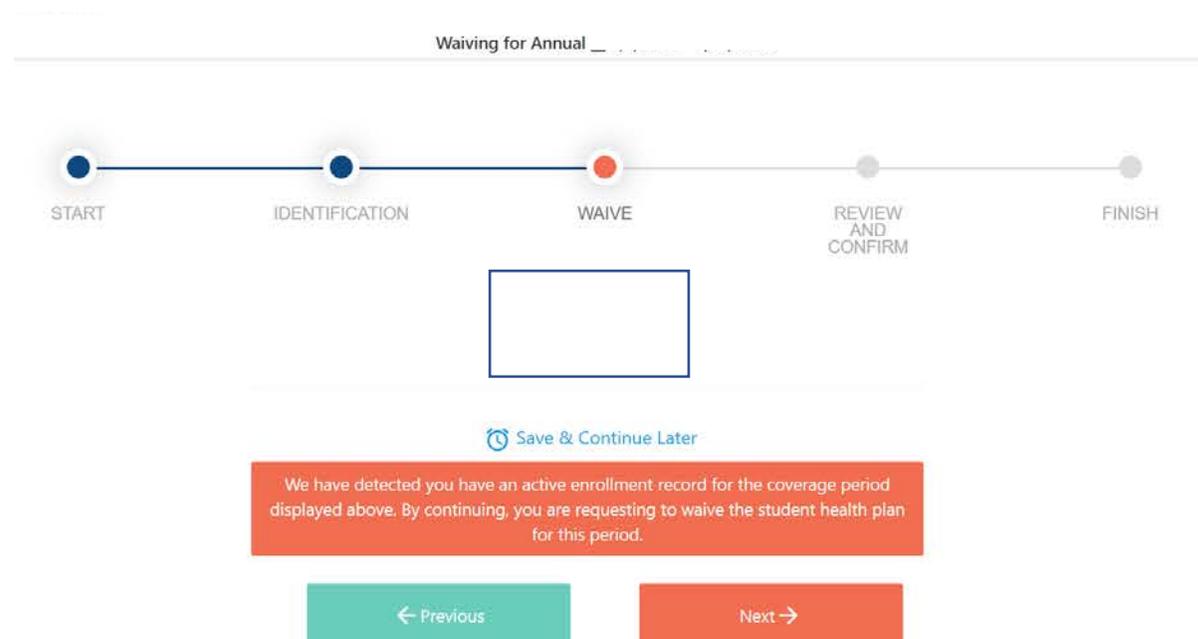
← Previous Next →



Waiver Process Step 7

Step 7: All eligible students are automatically enrolled as “active” with the option to “waive”. The following message will appear: *“We have detected you have an active enrollment record for the coverage period displayed. By continuing, you are requesting to waive the Student Health plan for this period”.*

Select **“Next”** →



Waiver Process Step 8

Step 8: For Students who select to waive. Enter waiver insurance information in this section. Copy of Insurance Card can be uploaded during this process. Once the information is completed, select **Next** to continue.

Waiver Insurance Information

 Save & Continue Later

Subscriber ID / Member ID *	Group / Plan ID *		
	EDAINC		
Policy Holder First Name *	Policy Holder Last Name *		
Relationship to Policy Holder *	Policy Holder DoB *	Policy Holder ZIP *	
child		01028	
Health Insurance Company *			
AFLAC			
Insurance Company Address *	Insurance Company Address2		
678 North Woods Rd			
Insurance Company City *	Insurance Company State *	Insurance Company Zip *	Insurance Company Phone *
Chicago	ILLINOIS (IL)	60689	5802225463

Upload Insurance Id Card

Upload

Upload Schedule Of Benefits

Upload

← Previous

Next →



Waiver Process Step 9

Step 9: Real-time verification process begins with students being shown a notice of their waiver status and receiving an email with their waiver status.

Types of Waiver Status: Approved, Pending or Declined. If pending or declined, additional information may be required of the student.

Real-time


Your Confirmation number is:
W1375-1666397

Your waiver is PENDING

Please keep this waiver confirmation number for your records. You will also receive an email confirming your waiver status.


Print and save this information.


WELLFLEET

Email

 **WELLFLEET**

Student Insurance
1-877-657-5030

College: Wellfleet Student
Waiver Request Confirmation #: **Annual - W1-1639165 - Pending**
Academic Year: 2019 - 2020
Coverage Period: Annual
Student Name: :

Your waiver request is PENDING as of 09/18/2019.

When your waiver is verified you will receive:

1. A Confirmation Email if your waiver request is approved. In addition, confirmation can be found in your Wellfleet student account located under the "communications" tab. This approved email is immediately available to your institution for the removal of any insurance charge from your tuition bill. Please allow your institution sufficient time to process this change.

OR

2. A Declined Email if your waiver request is NOT approved. The reason will be highlighted in your declined email. You must edit your waiver or submit additional documentation, if requested, before the waiver process deadline. You do NOT need to submit a new waiver, only edit the one submitted. You will log into your secure online Wellfleet account at www.wellfleetstudent.com using your email address and your password that you established when you waived. In your online account you can edit or update your waiver under the "Student Option" tab or check the status of your waiver request. Do not remove your waiver from our system unless you want to enroll in the student health insurance plan.

If you have any questions, please email us at waivers@wellfleetinsurance.com.

Note: Waivers are a requirement for each policy year.

Terms and Conditions
I understand that I will be required to waive out of this plan each semester, Fall and Spring/Summer semester.



Email Communications

All system generated email communications can be view within the student's Wellfleet Account.

In the student's account, choose "My Messages (emails sent to you)" from Communications drop down

Communications Student Options Contact Us Admins Spartacus

SECURE COMMUNICATIONS
Securely send us an email message...

NEED HELP?
CLICK HERE TO CONTACT US

Messaging Options: Business Hours:
Mon - Thursday: 8:30 AM - 7:00 PM EST
Friday - 9:00 AM - 5:00 PM EST
Holiday Schedule

Confirmation #: W948-2906027 Record Created By: STUDENT
Record Created On: 8/18/2022
Last Login: 8/28/2022 School ID: [Redacted]

Enroll Status / Plan Type: Waiver Accepted
Accepted On: 8/28/2022 8:59:07 PM

POLICY INFORMATION

Coverage Period: Fall	Record Year: 22/23
Coverage Dates: 8/1/2022 - 1/31/2023	Coverage: None
Class: Undergraduate	Citizenship: Domestic
Coverage Type: S	Plan Number: ST0948SH220948
Designation: None	

Choose the email you want to view by clicking on the name of the email (in blue). The email will expand and the option to resend is made available.

Communications

Insured Name:	Group/Policy Number:
Address:	Id Number:
DOB:	Cell phone#:

To:

Wellfleet -- Your Waiver Request Status - Approved - Spr/Sum	8/29/2022 9:24:27 AM
Wellfleet -- Your Waiver Request Status - Approved - Fall	8/28/2022 8:59:06 PM

To: #

Wellfleet -- Your Waiver Request Status - Approved - Spr/Sum 8/29/2022 9:24:27 AM Resend

WELLFLEET

Student Insurance
1-877-857-5030
College: University of the Incarnate Word
Academic Year: 2022 - 2023
Coverage Period: Spr/Sum
Name: #

Your waiver request is APPROVED as of 08/29/2022.

Your waiver request has been verified and approved by Wellfleet for the Spr/Sum coverage period (2023-02-01 - 2023-07-31). This



Email Communications (cont.)

Pending Waiver Email

Student Insurance
1-877-657-5030

College: University of the Incarnate Word

Waiver Request Confirmation #: **Fall** - W948-2869242 - **Pending**

Waiver Request Confirmation #: **Spr/Sum** - W948-2869242SS - **Pending** - Will be verified at a later date

Academic Year: 2022 - 2023

Coverage Period: Fall

Name:

Your waiver request is PENDING as of 08/19/2022.

When your waiver is verified you will receive:

1. A Confirmation Email if your waiver request is approved. In addition, confirmation can be found in your Wellfleet student account located under the **Communications Tab**. This approved email is immediately available to your institution for the removal of any insurance charge from your tuition bill. Please allow your institution sufficient time to process this change.

OR

2. A Declined Email if your waiver request is NOT approved. The reason will be highlighted in your declined email. You must edit your waiver or submit additional documentation, if requested, before the waiver process deadline. You do NOT need to submit a new waiver, only edit the one submitted. You will log into your secure online Wellfleet account at www.wellfleetstudent.com using your email address and your password that you established when you waived. In your online account you can edit or update your waiver under the **Student Options Tab** or check the status of your waiver request. Do not remove your waiver from our system unless you want to enroll in the student health insurance plan.

If you have any questions, please email us at waivers@wellfleetinsurance.com.

Note: Waivers are a requirement for each policy year.



Email Communications (cont.)

Declined Waiver Email

Student Insurance
1-877-657-5030

College: University of the Incarnate Word
Academic Year: 2022 - 2023
Coverage Period: Fall
Name:

Your waiver request is DECLINED as of 08/25/2022.

Reason: Active proof of coverage required, please submit current eligibility documentation - Please upload current documentation that includes your name and displays the coverage dates of your current insurance plan. A confirmation letter including plan dates or active status, or a screenshot from your online member portal is acceptable.

IMPORTANT!

Your Fall waiver request for the 2022 - 2023 plan year with the information you provided has been Declined (See Reason Above), and at this time the Student Health Insurance Plan charge will remain your responsibility. You may update your declined waiver and upload requested documentation simultaneously within your Wellfleet account before the waiver process deadline. After the waiver process deadline, no updates will be accepted.

Please double check the information that you have provided and login to your [Wellfleet student account](#). You may see multiple accounts once you login, simply click 'View' next to the appropriate coverage period and then you will see the option to update your waiver. Do not remove your waiver from our system unless you want to enroll in the student health insurance plan.

Our Customer Service Department can be reached at 1-877-657-5030 and will work with you to process the correct waiver information. We look forward to hearing from you.

Thank You,

Wellfleet Student Insurance
Customer Service
Waiver Department



Email Communications (cont.)

Approved Waiver Email

Student Insurance
1-877-657-5030

College: University of the Incarnate Word

Waiver Request Confirmation #: **Fall** - W948-2024532 - **Approved**

Waiver Request Confirmation #: **Spr/Sum** - W948-2024532SS - **Pending** - Will be verified at a later date

Academic Year: 2021 - 2022

Coverage Period: Fall

Name:

Your waiver request is APPROVED as of 06/04/2021.

Your waiver request has been verified and approved by Wellfleet for the Fall coverage period (08/01/2021 - 01/31/2022). This approved email is immediately available to your institution for the removal of any insurance charge from your tuition bill. Please allow your institution sufficient time to process this change.

If we can further assist you, please contact us at 1-877-657-5030 or email us at waivers@wellfleetinsurance.com.

If you become ineligible for your insurance during the semester, this may be a Qualifying Life Event (QLE) that would allow you to enroll in the student insurance. With a QLE, you must enroll in the plan and pay the insurance premium within the required Special Enrollment Period as stated in the policy. A certificate of coverage will be required to verify the QLE. Cancelling coverage for which you are still eligible or ceasing to pay premiums under another plan is not a QLE.

Thank you,

Wellfleet Customer Service
Waiver Department



THANK YOU



WELLFLEET
STUDENT