

Frequently Asked Questions

1. I did not receive my health insurance id card, how do I get the card?

Normally the BlueCross BlueShield cards are sent through the mail to the local mailing address on your Howdy Account in 10 to 14 days. However, if you did not have a U.S. local mailing address in Howdy at the time BCBS mailed the cards, they may have been sent to a default address, and were returned to BCBS. You can request your ID card through logging in to <http://www.bcbstx.com/member> using the BAM Login information.

- The Group Number is 117557 and
- Your Member ID is your Student Specific UIN. You may be required to place the letters “ZGP” prior to your UIN.

2. I received a letter requesting a SSN/TIN, what do I do?

The letter you received is a request for SSN or ITIN so that BlueCross BlueShield (BCBS) can send the correct Affordable Care Act documentation if required.

- If you are not employed, you may disregard the letter.
- If you have been authorized employment, you will need to send BCBS your information so that you will receive the correct documentation for any tax requirements:
 1. Login at <http://www.bcbstx.com/member> with your Member ID (Student Specific UIN#) and Group Number 117557.
 2. Click on the “Contact Us” link. This will direct you to a secure mail email format.
 3. The Student needs to fill out the information requested
 - a. At the To: dropdown, choose the (Membership Maintenance (Change of Address),
 - b. Continue filling out the form with any changes of address or SSN/ITIN information,
 - c. Click Submit

3. I had coverage, but was charged and had to pay for medical treatment, how do I get a refund?

To claim a reimbursement, you will need to fill out the appropriate claims form at <https://tamu.myahpcare.com/claims> and follow the instructions provided on the forms.

4. My dependent needs coverage, how do I enroll them under my health insurance plan?

Graduate Assistants who enroll in plan through Workday onboarding, will need to contact their Department Human Resources Liaison to enroll dependents.

Students under SSHIP, can enroll directly through AHP at <https://tamu.myahpcare.com/enrollment> for College Station or <https://tamug.myahpcare.com/enrollment> for Galveston. Once you are on the AcademicBlue site, scroll down and use the form link “International F1 & J1 Visa Holder Only Student Dependent Enrollment Form” and follow the instructions provided on the form.

5. I have two charges on my account this semester for International Student Insurance?

New students F1 or J1 students arriving for their first semester for Fall, will be charged a separate SSHIP fee for the mandatory first time on-campus insurance to provide coverage for the month of August.

There are certain programs that may begin during the second Summer Term or prior to the start dates for the Fall SSHIP Policy. At the request of the department(s), to ensure any F1 or J1 students are within regulation, there may be an additional fee applied for the SSHIP policy required.

6. I am Graduating, why am I having to pay the entire policy period for Spring?

The Spring policy period is set to January 1 through August 31. There are no early terminations for the policy. This policy may be available World Wide. For more information visit www.BCBS.com/bluecardworldwide, or call the BlueCard Worldwide Service Center at 1.800.810.2583 or collect at 1.804.673.1177.

7. Why did I receive a dental and medical insurance ID card

If you received a dental insurance ID card and did not enroll in dental coverage, it may be due to your age. Pediatric routine dental care may be included up to the age of 19 years.

8. Does SSHIP include teeth cleaning?

SSHIP only includes pediatric dental care up to the age of 19 years. Students may enroll in a separate dental policy at <https://tamusahpdental.myahpcare.com/> during an open season.

9. I forgot to enroll in dental during open season, where can I go to get my teeth cleaned

Blinn College has a Dental Hygiene Program that periodically provides dental screenings. Contact 979-209-7283 for details and appointment availability. The location is 301 Post Office Street, Bryan, TX 77801.

10. Where do I go for medical treatment?

As a TAMU College Station Student, you have access to healthcare on Campus at Student Health Services (SHS). Please visit <https://shs.tamu.edu/> for details.

Visit the AcademicBlue Website at <https://tamu.myahpcare.com/benefits> for College Station, or <https://tamug.myahpcare.com/benefits> for Galveston for links, tips and guidance.

If the SHS is closed, or to find a service for your dependent(s) once coverage begins, you can find a doctor or hospital by logging in at <https://public.hcsc.net/providerfinder/search.do?corpEntCd=TX1>. Based on your search findings, please be aware that hospital emergency room fees are very expensive and do not include Doctor fees. You may wish to try an Urgent Care/Express center.

11. I did not receive approval for my waiver application through the AHP online waiver portal, why was it not approved?

ISS does not approve waivers and cannot waive students if the approval is not granted. Policies must meet Texas A&M University System Criteria. Texas A&M System only accepts Government Sponsored Plans or Employer Health Plans to be considered for a waiver request. Texas A&M System requires alternate insurance plans be Affordable Care Act compliant. Texas A&M System does not accept Travel Plans or plans that are designed exclusive for international students traveling outside of their home

country. For new incoming students for Fall semester, there may be two separate waivers that are required – Mandatory First Time On-Campus and Fall. Failures to submit through the correct waiver system, late submissions, failure to provide appropriate documentation, and failure to purchase or follow up on additional requirements for the waiver application are common issues.

12. I am a Graduate Assistant and did not receive my waiver, why do I not have my waiver yet?

ISS applies waivers as they are received. ISS does not initiate or control the frequency of the waiver reports. Once the waiver is reported, it can take 2-3 business days to reflect on the Howdy Account.

1. Students should first verify that they enrolled in the Grad Plan with benefits starting on:
 - a. For Spring Semester benefits need to begin on or before January 1
 - b. For Fall Semester benefits need to begin on or before September 1.
2. Students should verify the visa information is correct in Workday. Check with the Department Human Resource (HR) Liaison for Workday issues. The following steps were provided from Texas A&M University Systems:
 - a. Click their employee profile,
 - b. Click the Personal tab > IDs > Edit button >
 - c. Select Change Passports and Visas >
 - d. Click on the Plus icon under Visa and enter the Visa information.
 - e. For country, select United States, then select the appropriate Visa type and enter all related information – number, issue date, expiration date.
 - f. Once all the information is entered, click the SUBMIT button to receive a To Do in their Workday inbox.
 - g. Submit documentation of the Visa to HR and click SUBMIT on the To Do once they've turned in their documentation. Then, the HR Partner will review the documentation and approve the Visa update.
3. If changes are required through the Department HR Liaison, reports may take 7-10 days after the changes are approved to update. Do not ask your Department HR Liaison to contact ISS, nor bring in copies of your Workday enrollment information. ISS cannot update waivers, unless approved through Texas A&M University System and AHP.

13. I am Graduating and my plan is ending before I have employer coverage, can I extend my current health insurance?

Information is available on the ISS health insurance website for continuation coverage under the Options to Extend Coverage dropdown.