ACTIVATING INTERNATIONAL STUDENT INSURANCE
(FALL 2021)

How to Activate International Student Insurance

You must be enrolled in Fall 2021 classes before you can activate.* Fall coverage begins 08/14/2021.

1. Go to unt.myAHPcare.com
2. Click on “Enroll/Cost” at the top of the page
3. Click on “International Students (excluding Exchange and IELI),” and then “Click Here to Activate Your Coverage”
4. Sign in using your UNT Student ID number. The first time you sign in, your 8-digit date of birth (mmddyyyy) is your password.
5. Follow screen prompts

*Academic Health Plans (AHP) facilitates the waiver and activation process for UNT students. The Student Health and Wellness Center (SHWC) sends AHP a list of all enrolled international students. It may take several days for your information to be sent to AHP after you enroll in classes. If you are unable to log in following the instructions above, and it has been more than three business days since you enrolled in classes, contact the SHWC (940-369-5446).

Frequently Asked Questions

Why is it important to activate my insurance? You will have access to your insurance card more quickly. You will have coverage beginning 08/14/2021, but, when you activate early, there will be less of a delay processing your membership. It’s important to activate as soon as possible if you know you will have an appointment with an off-campus provider on, or soon after, 08/14/2021.

Why do I need my insurance card? If you need to go to the hospital or to an off-campus provider, you need to present your insurance card. Your insurance card contains the information a doctor’s office or hospital needs in order to file your claim so that your insurance can pay for their portion of your visit.

After I activate my insurance, how can I get my insurance card? You should receive a welcome email* from UnitedHealthcare Student Resources (UHCSR) three to five days after activating your insurance. This email will provide instructions on how to set up your UHCSR MyAccount, where you can print your insurance card. You can also download the UHCSR Mobile App (search for UHCSR) so that you can access your card on your phone. If you don’t receive the welcome email, you can also go to unt.myAHPcare.com ➔ Quick Links ➔ Account Information ➔ Electronic ID card.

*The welcome email and all communications from UHCSR and AHP (Academic Health Plans) will come to your UNT student email address. If you are not receiving emails from AHP or UHCSR, check the email address listed in your student account at my.unt.edu. You may need to update your email address.

How do I know what my insurance covers? There are Plan Highlight Flyers on the AHP website that give a quick overview of what your insurance covers as well as the cost. To access them go to unt.myAHPcare.com ➔ Benefits ➔ Benefit Information ➔ Plan Highlight Flyer-International. If you have a question about whether a more specific service will be covered, please call UHCSR customer service at 1-800-767-0700 or email them at customerservice@UHCSR.com. Visiting the SHWC is the most cost-effective option when you have the student insurance plan. If you choose to see an in-network, off-campus provider, you will have a higher copay ($50.00), and you will have to meet your $500.00 deductible before the insurance begins to pay a portion of your cost for labs and x-rays. Your deductible is $1,000.00 if you see an out-of-network provider.

How do I know if an off-campus provider is in-network? Off-campus providers need to be within a 50-mile radius of UNT, and they need to be part of the UnitedHealthcare Choice Plus PPO network. You can look up in-network doctors, hospitals, and pharmacies by going to unt.myAHPcare.com ➔ Quick Links ➔ Find a Provider.