

Point Park University | 2026–2027
Student Health Insurance Plan
Frequently Asked Questions

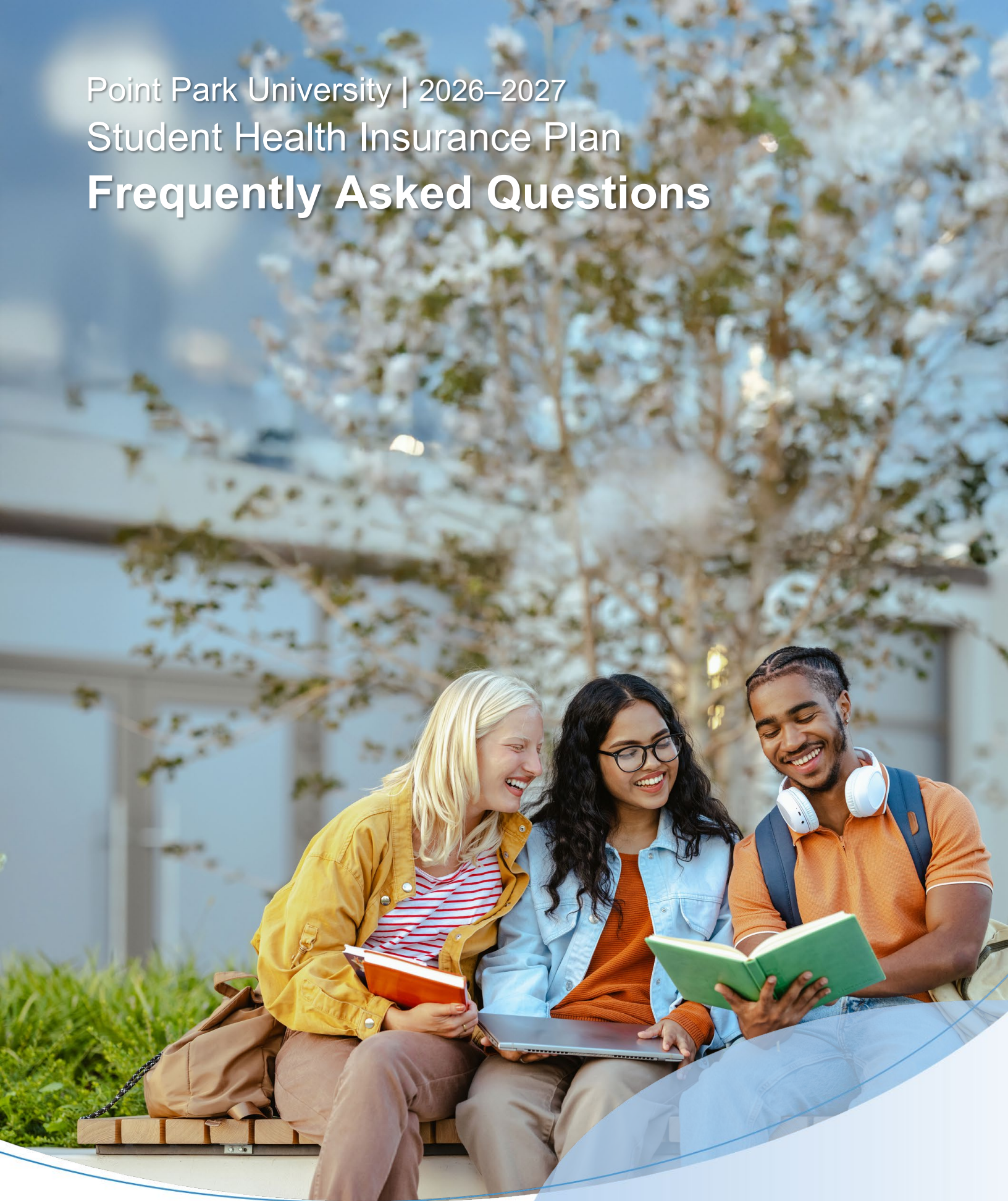


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Contacts

Answer Needed	Who To Contact	Contact Information
Enrollment, Coverage or Service Concerns	Gallagher Student Health & Special Risk	500 Victory Road Quincy, MA 02171 gallagherstudent.com/pointpark ; click "Help Center"
ID Cards, Claims, Claims Payment Incurred and Tax Forms	UPMC	1-844-220-4785 Monday-Friday, 8am-6pm EST Create Your UPMC Health Plan Login
Preferred Provider Network	UPMC	UPMC Find A Doctor, Pharmacy, or Medication ; or gallagherstudent.com/pointpark ; click "Find a Doctor"
Participating Pharmacies	UPMC	UPMC Pharmacy Benefits ; or gallagherstudent.com/pointpark ; click "Pharmacy Program"
Voluntary Dental and Vision	Ameritas Dental and Ameritas Vision	Phone: 1.855.672.3232 Ameritas Dental and Vision Insurance
Worldwide Assistance Services (Medical Evacuation and Repatriation)	Assist America	Toll-free within the United States: 1-800-872-1414 Outside of the United States: 1-609-986-1234 Email: medservices@assistamerica.com
Additional Student Assistance Programs	MyHealth 24/7 Nurseline	1-866-918-1591
Telehealth Services	UPMC 24/7 Video Visits	Create Your UPMC Health Plan Login

Getting Started

How do I log into the portal to enroll in or waive the Student Health Insurance Plan (SHIP)?

1. Visit gallagherstudent.com/pointpark.
2. Under "Profile," enter your student email address and click "Log In."

First-time users: An email from Gallagher Student Health will be sent to your student email with a temporary password. Click on the link provided in the email and insert the temporary password. (If you did not receive a temporary password, you can choose the "Forgot your password?" option on the login page.)

Returning users: Log in using the Gallagher credentials you created the prior academic year. If you've forgotten your password, click on the 'forgot password' option.

How do I enroll?

1. Visit gallagherstudent.com/pointpark.
2. Login under "Profile."
3. Click on the "Enroll" button under "Plan Summary."
4. Complete and submit the form by following the instructions.
5. Enrollment confirmation email will be sent.

How do I enroll my dependents?

1. Visit gallagherstudent.com/pointpark.
2. Follow the login instructions.
3. Click on the "Enroll" button under "Plan Summary."
4. Follow the instructions to complete the form to:
 - a. Enter your "dependent spouse/partner" and/or "dependent children."
 - b. Upload supporting documentation. *
 - c. Enroll your dependents.
5. You will be prompted to submit payment.
6. Once your dependents have been approved, you will receive an enrollment confirmation email.

You must purchase dependent insurance for the same coverage period as your own coverage; it can't be for a longer or shorter period than your own. For example, if you enroll for fall coverage, your dependents need to be enrolled for fall coverage; you wouldn't be able to enroll them for annual coverage. If you enroll for fall coverage and do not enroll your dependents at that time, you cannot enroll your dependents unless a qualifying event occurs.

***Note:** If enrolling a dependent for the first time in SHIP, documentation needs to be uploaded at the time of submission. For example, a marriage certificate for a dependent spouse or birth certificate for a dependent child.

Waiving SHIP Coverage

To be eligible to waive your SHIP, you must be currently enrolled in a health insurance plan that meets your school's waiver requirements.

Waiver requirements include being enrolled in a health insurance plan that is fully compliant with all provisions of the Affordable Care Act (ACA), requires you to have access to providers near campus and coverage for services beyond urgent and emergency services. Therefore, if you are enrolled in an out-of-state HMO or Medicaid plan, your coverage will likely be limited — or unavailable — outside of your state's service area and will not meet your school's waiver requirements. **If a claim is submitted before you have an approved waiver, you will remain enrolled in the plan.**

How do I waive?

- Visit gallagherstudent.com/pointpark.
- Follow the login instructions.
- Click on the “Waive” button under “Plan Summary.”
- You will need your health insurance information.
- Follow the instructions to complete the form.
- A reference number will be emailed upon submission; however, final determination may take 24–48 hours.

Note: Your insurance information is required to complete the waiver form; you do not need to upload documents at the time of initial submission. You will receive an email notification if additional documents are needed.

If you successfully waived SHIP coverage but decide to enroll at a later date, you can cancel the waiver form after it's been submitted by following the directions below.

This must be completed prior to the waiver/enrollment deadline of August 21, 2026.

- Visit gallagherstudent.com/pointpark.
- Follow the login instructions.
- Navigate to “Account Details.”
- Click “Click Here to Rescind Your Waiver.”
- Click “Rescind My Waiver.”

Note: Once your waiver is rescinded, this action cannot be reversed. You may not edit your form after August 21, 2026.

If I waive, but then lose my coverage, can I enroll in SHIP or enroll my dependents if they lose coverage?

If you waive SHIP and then lose coverage, you can enroll in the plan. Losing coverage is categorized as a Qualifying Life Event. Other Qualifying Life Events include:

- Reaching the age limit of another health insurance plan.
- Involuntary loss of coverage from another health insurance plan.

You can only add eligible dependent(s) outside of the enrollment period if one of these qualifying events occurs:

- You get married
- You have a child
- You get divorced
- Your dependent enters the country for the first time
- Your dependent loses coverage under another insurance plan

To initiate the Qualifying Life Event process:

1. Visit gallagherstudent.com/pointpark.
2. Follow the login instructions.
3. Click on “Enroll-Qualifying Life Event.”
4. Complete the online form and upload the required supporting document, such as the loss of coverage letter from your prior health insurance company showing your name and the last day of coverage.

Note: Read the form carefully as it contains very specific information on the Qualifying Life Event process.

Once enrolled, can I cancel? Get a refund?

If you are enrolled in annual coverage and will be graduating at the end of the fall semester, you may request to cancel spring coverage. We will refund — or your student account will be credited — a pro-rated share of your premium. If you are an international student withdrawing or graduating from your school and returning to your home country, you may qualify for a refund of premium.

Where can I get more information about my plan?

Visit gallagherstudent.com/pointpark.

How much does my student health insurance cost?

See chart below:

	Annual (8/1/2026–7/31/2027)	Spring (1/1/2027–7/31/2027)
Enrollment/Waiver Deadline	August 21, 2026	January 15, 2027
Student	\$2,208	\$1,288
Spouse/Domestic Partner	\$2,208	\$1,288
One Child	\$2,208	\$1,288
Two or More Children	\$4,416	\$2,576
Spouse/Domestic Partner AND Two or More Children	\$6,624	\$3,864

Have changes been made to this year's plan?

Here are the changes made for the 2026–2027 Policy Year:

- Insurance carrier has changed from Highmark BCBS to UPMC

Am I still covered while traveling? When studying abroad?

Yes, your plan covers you wherever you are. If you are enrolled in SHIP and paid the premium, you'll be covered. Your plan also provides you with 24-Hour Worldwide Travel Assistance, which includes services ranging from a lost passport to helping with emergency medical assistance or arranging emergency medical evacuation or repatriation of remains. It's important to contact Assist America (see page 2 for Assist America contact information) before making arrangements on your own. Otherwise, these services will not be covered.

Other information about seeking medical care abroad:

- Always keep your SHIP ID card with you.
- Save a copy of the plan brochure and/or bookmark your student health website.
- If you get sick while abroad, you will likely need to pay for your care first and then submit bills for reimbursement. Your covered expenses will likely be considered an out-of-network expense.
- Before you submit claims for reimbursement, have the itemized bill(s) translated into English. Also include a letter informing the claims administrator you already paid for the healthcare service and need to be reimbursed.
- Write your name, ID number, address, and school name on your bill(s). This will help the claims company process your reimbursement request correctly and promptly.