

Student Blue Dashboard Guide

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Access Your Student Blue Account

Once you are on your university's Student Blue login page, you will use your university email address to request a passcode to access your dashboard.

You will receive an email like the one below with your personalized passcode.

Enter the passcode and your date of birth on the login screen and select Login.

Dashboard Navigation

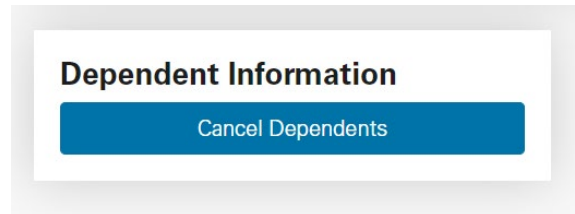
Dashboard

Messages about your enrollment, your subscriber ID number, and what actions you can currently take will all be listed on your dashboard.

If it is during your group's open enrollment period or if you are within 30 days of your first day of coverage on the plan, then you will have the option to update your address or enroll dependents.



If you currently have dependents enrolled on your plan, then you will see the option to cancel their coverage.



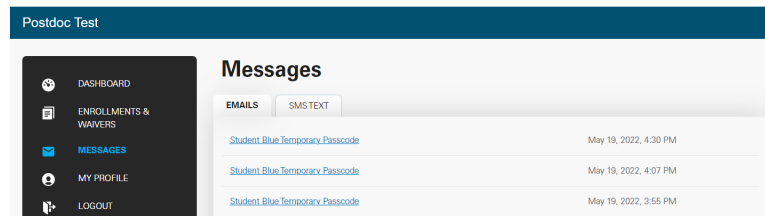
Enrollments & Waivers

You can select View Details to see information about your current enrollment transaction including your mailing address and any dependents you have enrolled on your plan.



Messages

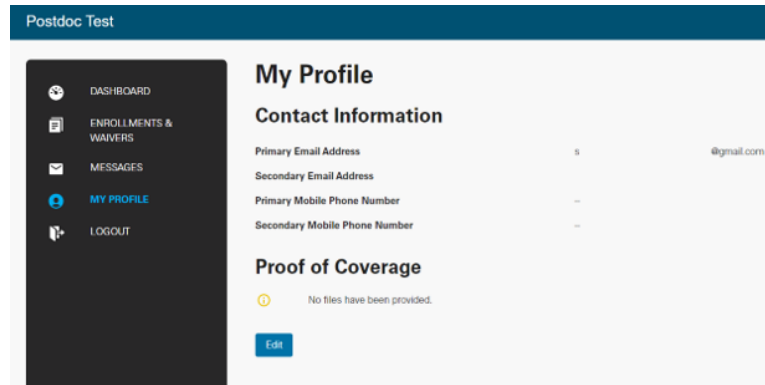
Any automatic messages will be stored here along with the date and time they were sent.



My Profile

By selecting Edit under My Profile, you can add a secondary email address to receive automatic emails that are sent regarding your enrollment transactions. You cannot edit the email address provided by your university.

You can also add a primary and secondary mobile phone number.

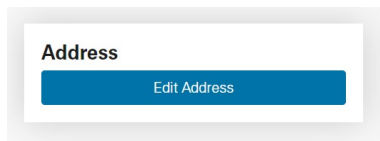


Update Address

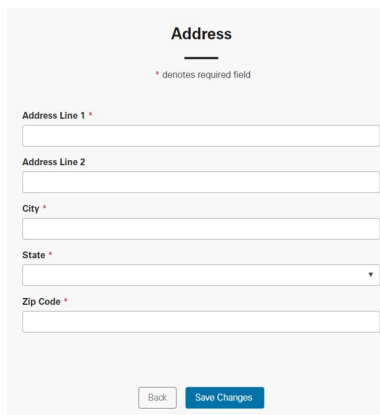
If it is during your group's open enrollment period or if you are within 30 days of your first day of coverage on the plan, then you will have the options below in your dashboard to edit the address that was provided by your university.

If it is outside of these time periods, then you should contact customer service using the phone number on the back of your insurance ID card to request an address update. You can also find the customer service contact information in the upper right corner of your Student Blue dashboard.

- To update your address from your dashboard, select Edit Address.



- Your current address will be displayed, and you can make any edits necessary. After you have completed the edit, then select Save Changes.

The image shows a form titled "Address" with a subtitle "denotes required field". The form contains five input fields: "Address Line 1", "Address Line 2", "City", "State" (a dropdown menu), and "Zip Code". At the bottom of the form are two buttons: "Back" and "Save Changes".

Enroll Dependents

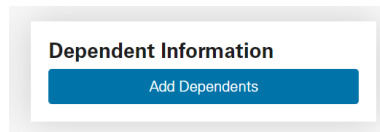
If it is during your group's open enrollment period or if you are within 30 days of your first day of coverage on the plan, then you will have the option in your dashboard to enroll eligible dependents* onto your plan.

Dependents enrolled during open enrollment will be effective on the first day of your group's benefit year.

Dependents enrolled during the first 30 days of the subscriber's enrollment onto the plan will have the same effective date as the subscriber.

If it is outside of these time periods, then you should contact customer service using the number on the back of your insurance ID card to inquire about dependent enrollment. You can also find the customer service contact information in the upper right corner of your Student Blue dashboard.

Dependents can be enrolled outside of these time periods if they have experienced a valid qualifying event. *



- To enroll dependents, select the option under Dependent Information to either enroll dependents for the first time or add and edit existing dependents.
- Follow the steps needed to enter your dependent information. You may add multiple dependents in one transaction by selecting Add Another Dependent at the bottom of the Dependent Info page.

Add Another Dependent

- Select Continue to move on to the section about payment information. You can also cancel your transaction request at any point by selecting Cancel Changes.

Cancel Changes

Continue

*Please refer to your group's member guide for a list of eligible dependents and qualifying events. Member guides can be found on your group specific Student Blue page under Plan Benefits.

- The Review & Application Signature page will show you the previously entered information. Once the updates have been reviewed, you must sign the application and select Submit.

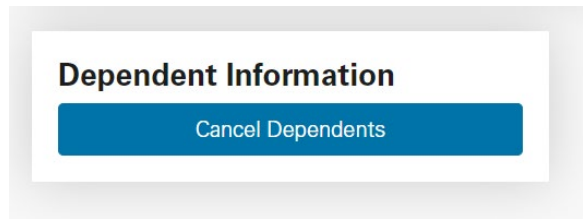


- If dependents were enrolled, then new insurance ID cards will arrive at your enrollment address in 7 – 10 business days.

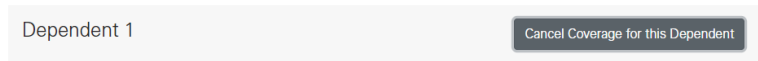
Terminate Coverage for Dependents

If you have dependents enrolled on your plan, then you will have the option to terminate their coverage. Termination requests must be submitted 10 days prior to the first day of the month that coverage is no longer desired. Terminations are available on a monthly basis, and they are effective on the last day of the month.

- To terminate dependent coverage, select Cancel Dependents.



- Select Cancel Coverage for this Dependent. Please ensure you are selecting this only for the dependent that needs their coverage cancelled.



- A pop-up will request you confirm you are requesting coverage be terminated. Select Yes to continue.

Cancellation Confirmation

Do you really want to cancel this dependent's coverage?
You will be required to enter a **Termination Date** that is the last day of the month prior to the month you want to terminate coverage.



- Enter the termination date for the dependent. The date must be the last of a month, and you will only be able to enter a date 10 days prior to the first day of the month that coverage is no longer desired.
- Select Continue to review changes, and then select Submit.
- If dependents were removed, then new insurance ID cards will arrive at your enrollment address in 7 – 10 business days.