

Detailed Instructions for Waiving the University of the District of Columbia Health Insurance Plan

- **After registering for classes, please wait 2-3 business days before attempting to waive the student health insurance.**
 - Go to the UnitedHealthcare Student Resources website:
<http://studentcenter.uhcsr.com/udc>
 - Select “Waive Coverage”.
 - Step 1: “Student Validation” will ask you to verify your identity.
 - Use the dropdown menus to select your birthdate.
 - Enter your “Student ID”. This is your UDC N number. Use the following format for entry: ‘N00XXXXXX’.
 - Step 2: The system will inform you that a special code has been sent to your email address on file (this is usually your UDC email address)*. Look for an email from student@uhcsr.com containing your student center verification code. Be sure to check your spam/junk folder for this email message.†
 - Use the verification code sent to you to begin the waiver process.
-
- Carefully read and answer the questions regarding your health insurance plan. Coverage must be active for the dates written. If you have Medicaid or another government-funded plan, please answer “YES” regardless of your recertification date.
 - Answer ‘YES’ to the 4 questions.** Answering ‘No’ will invalidate your waiver.
 - Enter ALL requested insurance information completely. Avoid abbreviating names of companies, leaving blanks, or writing non-applicable (n/a).
 - Health insurance companies use different terminology. Often, the terms Policy# and Member# are equivalent and can be used interchangeably.
 - Once complete, your health insurance waiver should be processed within 3 business days. **Check your email to ensure your waiver has been approved.**
- Promptly respond to any requests for additional information. Follow-up on notification of denials by contacting customerservices@uhcsr.com or call University Health Services at (202) 274-5030 for assistance.

Troubleshooting

- **You must wait 2-3 business days after registering for classes before you can attempt to waive the student health insurance. (It takes time for your information to be transferred to the insurance company and added to their system.)**
- ***Please activate your UDC email account prior to attempting to waive UDC Health Insurance. This address is the default/preferred email address used by the university for all official communications. If you do not already have a UDC email account, please go to <http://servicedesk.udc.edu>, call (202) 274-5941, or visit Building 41, 3rd Floor, Room 316.**
- **+Please note that each time you start from Step 1 (Student Validation) and enter your identifying information, a new code will be sent to the email address on file.**
- **+When you check your email for the verification code, be sure to open a new tab. Be careful not to close/exit the waiver log in screen or the process will reset and you will have to complete Step 1 again.**
- **If you have followed all of the instructions above and are still receiving an error message that your information cannot be found, please UDC Health Services (202) 274-5030.**
- **** Per UDC policy, students should not be without health insurance coverage. If you expect to lose your current health insurance coverage during the academic year (due to aging out of your parents' insurance plan or for some other qualifying life event) and desire to enroll for the Student Health Plan, there is a limited time frame during which this is allowed. Please contact UDC Health Services to ask for advice/assistance (202) 274-5030.**