STUDENT INSURANCE
MANDATORY AND VOLUNTARY ENROLLMENT / SUBMIT WAIVER REQUEST / RENEWAL

Renewal
Continuing students login to your Student Insurance Account page and click Renew Enrollment or Renew Waiver.

Mandatory Enrollment
Students pay Clemson University for the health insurance but are encouraged to set up a new account on the Student Insurance website: http://www.studentinsurance.com/Apps/Schools/Default.aspx?Id=40. Once on the website, click on Account Login on the right side of the page.

On the next page, click Set up new account. Once you have your account set up, you will login with your Clemson University email address and the password you create for this account. Login to the account, and from the Student Options tab on your account page, you can print/request an insurance card, have your insurance card emailed to you, complete required Accident Forms or view EOB's (Explanation of Benefits). Enrollment and payment for health insurance for spouse and/or children must be done on the student insurance website. The rate for the spouse and per child (up to 3 children) is the same as the student.

Submit Waiver Request
Waivers can only be processed online. To submit an online waiver, go to http://www.studentinsurance.com/Apps/Schools/Default.aspx?Id=40 and click on Waive. After submitting the initial waiver request, you should receive an email from the insurance company informing you that the waiver request has been received. Waivers will be processed in real time. You may receive a second email requesting more information in order to verify your coverage if your waiver can not be processed. You will need the following information to complete the waiver:

1. Name and address of your insurance company
2. Policyholder's name and identification
3. Policy number
4. Your insurance company's customer service telephone number (for verification of coverage)
5. For international plans, your documentation will need to show start and end dates of coverage. Also, many international plans must be scanned and emailed to the insurance company for verification of benefits. You will get an email from the insurance company requesting this information, or you may check the status of the waiver on the student insurance website under the Communications tab. Failure to submit the requested documentation by the deadline will result in denial of waiver request.
6. You will need to look for the email informing you if your request for waiver has been accepted or denied.
7. If your waiver is accepted, the student insurance company will send the approved waiver to Student Health Services and communicate that to Student Financial Services. The student insurance charge will then be removed.
8. If you get an email stating that the waiver has been denied and you feel this is in error, please contact the Student Insurance Office at 864-656-3568.

Please note that it may take a few days from the time you receive notification that your waiver has been approved for the charge to be removed from your student account. It is the student's responsibility to follow up with any requests from the company in order to get the waiver approved. Failure to follow up with requested information could result in denial of waiver.

If you feel your waiver has been denied in error, please contact the Student Insurance Office at 864-656-3568 or email the Student Insurance Office. Students not in a Mandatory category cannot have the charge for Student Insurance included with tuition and fees. Students who do not have the charge for Student Insurance included with tuition and fees and want the Student Insurance must enroll as Voluntary and pay the student insurance company online for the insurance. Voluntary enrollment is only allowed during Open Enrollment which is approximately 30 days before and after the beginning of fall and spring semesters. Undergraduates must be enrolled in a minimum of six credit hours to be eligible to purchase the Student Insurance. Graduate students must be enrolled in a minimum of one credit hour.

Voluntary Enrollment
Students login to the student insurance website at http://www.studentinsurance.com/Apps/Schools/Default.aspx?Id=40 and click on Voluntary to enroll and pay for the insurance for themselves and family.

Questions? Contact the Student Insurance Office: redfern@clemson.edu or call 864-656-3568. The Student Insurance Office is located in Room G-23 at Redfern Health Center.

Please visit our website at clemson.edu/studenthealth.