



## Frequently Asked Questions

**NOTE:** Please allow 48 to 72 business hours for your inquiry to be reviewed. Do NOT submit duplicate inquiries and/or documents, as it will cause a delay in our response.

Student Health & Wellness Center (SHWC) is closed whenever the University is closed.

### 1. **Who is eligible for the USF Sponsored Student Health Insurance Plan (SHIP) and how do I enroll?**

- International students: Pay the premium directly through OASIS and the SHWC enrolls the student.
- GAs/TAs/RAs: Enrolls directly with Academic Health Plans (AHP). Click [here](#) for eligibility requirements and enrollment instructions.
- Students enrolled in the following programs enroll directly with AHP. Click [here](#) for enrollment instructions.
  - College of Marine Science
  - College of Medicine
  - College of Nursing
  - College of Pharmacy
- Intercollegiate Athletes: Click [here](#) for enrollment instructions.
- International Students on Optional Practical training or Curricular Practical training: Click [here](#) to view policy information and to enroll.

### 2. **What benefits are available under USF Sponsored SHIP and how do I get my card?**

t usf.myca26.com

“Additional Resources” to access your card with Aetna.

### 3. **I am an international student, how do I release the SI hold?**

To release the SI hold complete the Insurance Agreement form available on our [webpage](#). The Insurance Agreement form will be processed within 24 business hours.

### 4. **Why do I have the USF insurance premium on my account, when I chose an alternative insurance policy?**

The USF insurance premium will remain on your student account until both AHP, and our office approves your alternative health insurance. If you need to pay your tuition and fees, you can subtract the insurance premium from your total and pay the remaining amount.

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5. **How do I waive/opt out of the USF Health Insurance policy?**

Waivers are managed by AHP. Once the agreement form is completed, you will receive an email within 3-