



How do I enroll in Aetna Student Health Insurance?

There are two methods for enrollment: 1) Go to the University Health Services web site and click on the Student Health Insurance link. Since this is a system plan, choose UT for your university. Follow the instructions. 2) Call 1-800-927-0793 to speak with a customer service representative.

When can I enroll in the Aetna insurance plan?

There will be an enrollment period at the beginning of each semester. The fall 2010 enrollment period is from August 1—September 30, 2010. Watch your email and UTC web resources for the enrollment period each semester. Also, if you have an unexpected life changing event, you may apply for enrollment at other times.

What is considered a life changing event?

Examples of life changing events are divorce, your parents can no longer carry you on their insurance due to loss of employment, or your spouse can no longer carry you on his/her insurance. IMPORTANT: Becoming ill or having a medical diagnosis IS NOT considered a life changing circumstance that qualifies you for this exception.

What will I need to purchase Aetna Student Health Insurance?

You will need a credit or debit card to pay the premium. You will also need your UTC six-digit ID.

What do they mean by “valid” I.D.?

This refers to your UTC I.D. number consisting of three letters and three numbers.

What will I need to pay if I go to the doctor?

You will have to pay \$25.00 at the time of your visit. You will also be billed for 20% of the “negotiated fee.” This is a standard fee that Aetna and the physician’s office have agreed upon for services rendered. It is best to check with your physician’s office to learn more about the amount of the “negotiated fee”. HOWEVER, if you use University Health Services, you will not be charged the additional 20%.



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May I pay by semester instead of paying the yearly premium?

Absolutely. You may pay the rate given for fall semester, and then you may pay the given rate for spring and summer.

If I have questions, who should I contact?

You should contact an Aetna customer service representative at 1-800-927-0793.

F.A.Q.

