



2020-2021 Marshall University International Student Insurance Program

Frequently asked questions



How do I enroll in the coverage?

Students can enroll online at www.insuranceforstudents.com/marshall by clicking "enroll". Students may also enroll by mailing a completed enrollment form & payment to the address at the bottom of the enrollment form.

When is the insurance effective?

Effective dates

Spring/Summer: 1/1/2021 to 8/14/2021

What is the name of the insurance underwriter & policy number?

The 2020 - 2021 Marshall University International Student Health Plan is underwritten by the Aetna Life Insurance Company (AETNA) Policy #686202

What does the insurance cover and what are the exclusions?

Students can view the 2020-2021 Summary of Benefits (benefits and exclusions) online at www.insuranceforstudents.com/marshall

How do I receive an identification card?

Within a week of enrolling online you will receive a Welcome Email directly from Aetna Student Health providing you with directions on how to access your id card and setup your member website.

How do I find a local medical provider (physician/hospital)?

The Preferred Provider Network for this plan is the AETNA Open Choice PPO. Preferred Providers can be found using the following link:

http://www.aetna.com/docfind/jsp/rdIndex.jsp?site_id=studenthealth&langpref=en

****Your highest benefits and lowest cost can be achieved by seeking medical care at the Marshall University Student Health Center or other providers on the PPO network****

How do I file a claim?

When you present your medical ID card to a provider most providers will submit claims directly to the insurance company. The claims department contact information for the insurance program is:

Aetna Life Insurance Company

PO Box 981106 El Paso, TX 79998

Claims/Customer service phone number is 1-877-626-2308

Make sure to retain copies of all correspondence before you submit them to the claims office.

How do I fill a medical prescription?

You may visit any CVS Health network pharmacy (888-626-2308). Make sure to provide your medical ID card each time you fill a prescription so that you can pay copayments of \$15 per Tier 1 prescription, \$30 per Tier 2 prescription and \$60 per Tier 3 prescription. If you do not provide your medical ID card information when purchasing a prescription, you are still able to mail in the receipt & completed prescription claims form to the insurance company for a refund.

PLEASE CONTACT OUR OFFICE BELOW FOR QUESTIONS
OR ASSISTANCE WITH ANY INSURANCE ISSUES:

Insurance for Students, Inc.

1690 S Congress Ave, Suite 101 Delray Beach, FL 33445

1-800-356-1235 www.insuranceforstudents.com