# I Lost My Insurance ID Card... I Never Received My Insurance ID Card...

If you have not received your insurance ID card it may be because you did not update your MyNewSchool account with your current <u>official</u> mailing address; therefore, the university was unable to forward your information to the insurance company, Aetna Student Health, OR your card was simply lost in the mail or returned to the insurance company.

Aetna Student Health mails insurance ID cards to enrolled students approximately 2-3 weeks after students register for classes.

Insurance ID cards will be issued <u>only</u> to participants in Plan 2 – Student Accident and Sickness Insurance Plan. No ID card will be issued for Plan 1 – Basic Accident Plan (provided to students who pay the Student Health Services Fee).

### **HOW DO I GET MY INSURANCE ID CARD?**

- If you <u>lost your ID card</u> at any time or you <u>did not receive your insurance ID card</u> within the month following class registration, you need to call Aetna Student Health's customer service at 1.800.878.1927 or contact Aetna Student Health via email at <u>studenthelp@aetna.com</u>.
- Provide your name (as it appears on your student ID card), student ID number ("N" number), and date of birth. Ask that a new card be mailed to you at your official mailing address.
- To ensure that you receive your ID card and other important information from Aetna Student Health, you must update your official mailing address with the university by accessing your MyNewSchool online student account at <a href="https://my.newschool.edu">https://my.newschool.edu</a> (you can also enter/update a local mailing address). Please note that ID cards are mailed to students' official mailing addresses and will not be mailed internationally. Therefore, international students should change their official mailing address to reflect their local mailing address. The official and local address can be the same!

#### HELP, I NEED AN INSURANCE ID CARD TODAY!

Approximately 1-2 weeks <u>after</u> you have registered for classes, you can print an ID card. Go to the New School page at the Aetna Student Health website, <u>www.aetnastudenthealth.com</u>, and select the "Print ID Card" link. The insurance ID card has all the information your doctor and/or pharmacist will need. Your doctor or pharmacist can call Aetna Student Health or Aetna Pharmacy Management to verify your eligibility. Telephone numbers are printed on the ID card.

## I ALREADY PAID FOR MY PRESCRIPTION ... I ALREADY PAID FOR MY DOCTOR'S VISIT ...

Submit an itemized bill and receipt from the doctor's office, or your prescription stub and receipt from the pharmacy, to Aetna Student Health, along with the appropriate claim form. You will be reimbursed for all covered charges the insurance company is required to pay. You can get a claim form from Student Health Services or print one by going to <a href="https://www.aetnastudenthealth.com">www.aetnastudenthealth.com</a>.

## WHAT DOES MY INSURANCE COVER?

❖ To learn more about the Student Health Insurance Plan and Student Health Services, go to <a href="www.newschool.edu">www.newschool.edu</a> (click on Student Services, Campus Services, and then Health Services). To view the entire Insurance Plan Brochure online go to <a href="www.aetnastudenthealth.com">www.aetnastudenthealth.com</a>. Questions? Call Aetna Student Health's customer service at 1.800.878.1927 or contact Aetna Student Health via email at <a href="mailto:studenthelp@aetna.com">studenthelp@aetna.com</a>.

#### How to update your address in MyNewSchool

- Step 1. Go to the MyNewSchool web site at <a href="http://my.newschool.edu">http://my.newschool.edu</a>
- Step 2. Log in using your NetID Username and NetID Password.
- Step 3. Click on the **Student** Tab toward the top left.
- Step 4. On the **Self-Service/ALVIN section**, click the **Personal Information** Link.
- Step 5. Click on Update Address(es) and Phone(s).
- Step 6. Click on the <u>Current</u> link next to the address you want to update. This will bring you to the update screen for that address.
- Step 7. There are detailed instructions on the Update Address(es) page regarding how to enter your address information.