

North Carolina Technical & Community College Student Health Plan (NCT&CSHP) Enrollment Procedure

Contact Information	Mailing Address: NCT&CSHP, P.O. Box 1388, Cary, North Carolina 27512 Enrollment Related Question: 800-509-6988 Benefits Inquiry: 800-646-0792 Fax: 919-469-0303
Check Your Eligibility	A student taking 3 or more credit hours in the fall or spring semester at any participating North Carolina Community College is eligible to enroll in the North Carolina Community College Student Health Plan. Credit requirement will be waived for students who are already enrolled in the plan to renew their coverage for the summer semester.
Paper Form Enrollment Option	<ol style="list-style-type: none"> 1. Print Enrollment Form at www.studentccst.com 2. Fill out all requested information. (<i>You must have a valid email address in order to enroll in the plan</i>) Select coverage and payment method. 3. Mail the completed application form with full payment (see Payment Options) to NCCCSHP, P.O. Box 1388, Cary, NC 27512 4. You will receive an acknowledgement email from NCCCSHP after we have received your application and payment. <p>Caution: It is your responsibility to submit the completed application with the full semester payment. Until your eligibility is verified and Cigna Healthcare has received full semester payment, you are not insured by Cigna Healthcare.</p>
On-Line Enrollment Option	<ol style="list-style-type: none"> 1. Login at www.studentccsi.com. If you are a new user, create a User Account with a valid email address. If you have forgotten your password, you can reset your password by clicking on "Forgot Password" and following the instructions. The system will send a randomly generated password to your email address. You may change the password afterward for your own convenience and protection. 2. Enter your personal information (including dependent information), the community college you are attending, and the credit hours you are taking. 3. Select Coverage/Benefits, including dependent coverage if you desire it. Choose your payment method. (See details in Payment Options section).
Annual Enrollment with Installed Payment Options	If you are paying with credit card, you have the option to select Annual or Fall – Spring - Summer coverage with semester installments. i.e. Fall semester payment, Spring semester payment, Summer Semester payment
Premium Payment Options	<ol style="list-style-type: none"> 1. <u>Credit Card On-line</u>: Secured on-line payment for on-line enrollment only. Cigna accepts Visa and MasterCard. 2. <u>Credit Card Off-line</u>: Invoice/Application form must accompany payment. You may opt for mail or fax. 3. <u>Personal, Cashier's Check, Money Order</u>: Mail-in Payment must be accompanied with Invoice/Application form.

Procedure involving Non Sufficient Funds (NSF)	You are responsible for the full semester's payment. If your payment is rejected by the bank due to Non Sufficient Fund (NSF), you will be allowed to pay only by cashier's check or money order.
Refund Policy	No premium refunds will be made for any reason except for documented entry into the United States military.
Cancellation Policy	North Carolina Technical & Community College Student Health Plan does not accept cancellation over phone. Students must submit cancellations in writing via email or mail, providing their full name, birthday, and the last four digits of their Social Security Number or Tax Identification Number. Once the policy is cancelled, the student will receive a Continue Coverage Certificate from Cigna HealthCare.

*There will be a \$5.00 bank services fee if you opt to use credit cards. There is no bank charge for students using personal check, cashier's check, or money order.