



## 2020 USG Waiver Appeal Process

This Process outlines the steps to be taken in case of a Waiver Appeal for the University System of Georgia (USG) for the 20-21 Policy year.

In the event of an escalated appeal, UnitedHealthcare **Student**Resources (UHCSR) has partnered with an independent third party entity (ECI Services) to further review the student’s plan and make a final determination of approval or denial of the Waiver Request.

Responsible Party:	Process Steps:
<b>Waiver Verification System</b>	Upon submission of the waiver request, the information submitted by the student is evaluated to determine if their Insurance Plan meets the USG criteria for waiving the Student Health Insurance Plan (SHIP) offered by USG, and whether the student has active coverage under their plan. When either criteria (Plan acceptable and active coverage) is not met, the student receives a Waiver Declined notification,
questions about denial	<p>Student emails <a href="mailto:waiververification@uhcsr.com">waiververification@uhcsr.com</a> with their question and provides required information:</p> <p>School/University</p> <p>Student Name</p> <p>Student ID</p> <p>Confirmation of Coverage or other policy documentation showing their plan meets the USG Requirements</p>
<b>Waiver Verification Team</b>	<p>Reviews the waiver submitted and the additional information provided by the student.</p> <ul style="list-style-type: none"> <li>• If the information provided meets the criteria to waive the USG plan, the Waiver Verification team updates the waiver status to “Approved” and an approval email is auto-generated to the student.</li> <li>• If the information provided does not meet the criteria to waive the USG plan, the Waiver Verification team emails the student with the details about why their plan does not meet the criteria</li> </ul>
<b>Student Escalates the Appeal</b>	The student submits a return email request for further appeal.
<b>Waiver Verification Team</b>	<p>The Waiver Verification team forwards the appeal along with all supporting documentation supplied by the student (COC, Uploaded ID Card, etc.) to the independent 3<sup>rd</sup> party (ECI Services) and copies the student.</p> <ul style="list-style-type: none"> <li>• The email states that UHCSR is forwarding their appeal to an independent 3<sup>rd</sup> Party to review their plan and make a final determination</li> <li>• The email includes the 3<sup>rd</sup> Party customer service number and hours of operation</li> <li>• The email also indicates that it will take 3-5 business days for a response.</li> </ul>
<b>3<sup>rd</sup> Party</b>	<p>Reviews the documentation received and makes a final determination</p> <ul style="list-style-type: none"> <li>• Responds to both the student and <a href="mailto:WaiverVerification@uhcsr.com">WaiverVerification@uhcsr.com</a> of the final decision</li> </ul>
<b>Waiver Verification Team</b>	If the Waiver Denial was overturned, updates the waiver Status in Partner Center to