

Next Steps & FAQ for My Account

This is a very user friendly system.

1. What email address needs to be used when the student signs up?

A. **The STUDENTS's email. This is very important!**

2. How do I set up the My Account?

A. You can go directly to the www.shipsignup.com website and click on: Create My Account. You will need to type in the students first name, students last name, date of birth, and the email address. Please remember, no nicknames, only their legal names. Once you create the account, you will be asked to set up a user name and password. Once you complete that, you are all set. **Please write this information down! Or take a photo of it with your phone.**

4. Are ID cards mailed to me?

A. Once you are set up in My Account, Click on: ID Information, you can print out electronic ID cards from there. It is a good idea to print out the ID card right away so you have it. Also, request a hard copy be mailed to you as well. No foreign addresses will be accepted. The school does not receive a copy.

6. How are the ID card mailed to the student's address?

A. While in My Account, click on: My Personal Information and then put the mailing address into the system. Then click on: ID Information and request the hard copy be sent to the address.

7. Do I need to set up a PRA (Personal Representative Appointment) for my student? Sign into the signupship.com and fill out the PRA.

A. Yes, this step is most important. You will need to set up the PRA so you will be able to speak about the student's insurance needs with United Healthcare. Under the Personal Representative Appointment option, click on: Submit new form and follow instructions. You will want to do this right after you set up the account.

8. Where do I get a list of doctors?

A. Sign into the www.signupship.com site and click on: Locate a Network provider. Just follow directions on the screen. You are in the United Healthcare PPO Network.

9. If I need a claim form, how do I get one?

A. Most doctor offices will file the claim for you. The address and fax number to send the claim are located in My Account, just click on: View claims address. Just remember all this information is on the www.shipsignup.com website.

10. How do I check on claim status?

A. Just click on: View my claims from the My Account site.

11. What if I have other questions?

A. Click on the Contact Us tab on the www.shipsignup.com site. You can email us or call us.