



## STUDENT HEALTH INSURANCE PLAN FREQUENTLY ASKED QUESTIONS

**What is my waiver Deadline?** September 30, 2022

**Will I be notified if you haven't received my Waiver?** Yes, you will receive frequent reminders during the open waive/enrollment period to your college email

**Where do I enroll or waive?** To enroll or waive the student health insurance plan, please visit [www.haylor.com/esf](http://www.haylor.com/esf)

**Do I have to waive every semester or just once a year?** A waiver must be submitted annually during the open waiver & enrollment period

**How do I get an Insurance ID Card?** Download a copy of your insurance card by visiting <https://www.haylor.com/esf> & then select Download ID

**How do I find a Doctor that accepts my student health insurance?** You can view doctors that accept your insurance by visiting <https://www.haylor.com/esf> then select Find Providers

**How do I enroll my spouse or child in the health coverage?** Spouse & Child(ren) are not eligible for enrollment in this program

**How do I find what is covered under my student health insurance?** You can view entire health plan benefits by visiting <https://www.haylor.com/esf> then select Plan Highlights or Coverage Details

**I lost my insurance coverage, how do I enroll in the student health insurance plan?**

Please contact [student@haylor.com](mailto:student@haylor.com) with a copy of your current insurance carrier's termination letter to begin the enrollment process. Once enrollment is finalized, payment will be required to Haylor, Freyer & Coon Inc.

**Does this plan contain dental coverage?** No, dental coverage is only available for pediatric members (under age of 19).

**How do I cancel the student health insurance?** Mid-year terminations is not accepted

For more details regarding the SUNY ESF Student Health Insurance Program please visit: [www.haylor.com/ESF](http://www.haylor.com/ESF)  
**866-535-0456** or [student@haylor.com](mailto:student@haylor.com)

