

Landmark College

2025–2026

Student Health Insurance Plan

Frequently Asked Questions



Student Health &
Special Risk



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Contacts

Answer Needed	Who To Contact	Contact Information
Enrollment, coverage, or Verification Letters	Gallagher Student Health & Special Risk	500 Victory Road Quincy, MA 02171 Website: www.gallagherstudent.com/Landmark , click the 'Help Center' link
Benefits, claims, claims payments, and Tax forms	Wellfleet Student	Wellfleet Group, LLC PO Box 15369 Springfield, MA 01115 Phone: 1-877- 657-5030, Email: https://wellfleetstudent.com/contact/ Website: www.wellfleetstudent.com
In-Network providers	CIGNA PPO Network	Phone: 1-800-997-1654 Website: www.gallagherstudent.com/Landmark , click 'Find a Doctor'
In-Network pharmacies	Wellfleet Rx	Phone: 1-877-640-7940 Website: www.gallagherstudent.com/Landmark , click 'Pharmacy Program'
Voluntary Dental and Vision	Ameritas Dental and Ameritas Vison	Phone: 1-855-672-3232
Gallagher Student Health SHIP Plan Enhancements	Coast to Coast Vision (Discount Vision), UNI-CARE (Dental Savings) Silvercloud (Behavioral Health)	Coast to Coast Vision Phone: 800-252-3059 Website: findbestbenefits.com/student UNI-CARE Phone: 800-252-3059 Website: findbestbenefits.com/student Silvercloud Website: https://gsh.silvercloudhealth.com/signup/

Answer Needed	Who To Contact	Contact Information
Worldwide assistance services (medical evacuation and repatriation)	TravelGuard	Toll-free within the United States: 1-877-305-1966 Collect from outside of the United States: 1-715-295-9311
Assistance programs	24 Hour Nurseline	Phone: 1-800 634-7629
Telehealth services	CareConnect	Phone: 1-888- 857-5462

Getting Started

How do I log into the portal to enroll in or waive the Student Health Insurance Plan (SHIP)?

1. Visit www.gallagherstudent.com/landmark.
2. Select **Visit Student Portal** at the bottom of the page.
3. **First-time users:** You will need to **Create an Account**. Please create an account using your school email address. Upon creating an account, you will be brought into your Student Portal.

If you have already created an account, enter your email and password to log into the student portal

How do I enroll?

1. Go to www.gallagherstudent.com/landmark.
2. Select Visit **Student Portal** at the bottom of the page.
3. Log into your account.
4. Select **Need to Enroll in Coverage**, then select **Start Here**.
5. Select the desired term for coverage.
6. Read and acknowledge the enrollment disclaimer by checking the box (**Yes, I agree to the above information**). Then select **Continue**.
7. Review your enrollment and select **Complete**.
8. Enrollment confirmation email will be sent.

How do I enroll my dependents?

1. Go to www.gallagherstudent.com/landmark.
2. Select Visit **Student Portal** at the bottom of the page.
3. Log into your account.

4. Answer **Yes** to one or both of the dependent enrollment questions.
5. Select dependents you want to enroll.
6. Select the term for enrollment.
7. Read and acknowledge the enrollment disclaimer by checking the box (**Yes, I agree to the above information**). Then select **Continue**
8. Next you can enroll in supplemental insurance coverage such as dental insurance, property insurance, tuition reimbursement insurance, etc. Then select **Continue**.
9. You will be prompted to submit payment via credit card or e-check/ACH, then select **Save & Continue**.
10. Review your enrollment and select **Complete**.
11. Enrollment confirmation email will be sent

You must purchase dependent insurance for the same coverage period as your own coverage; it can't be for a longer or shorter period than your own. For example, if you enroll for fall coverage, your dependents need to be enrolled for fall coverage; you wouldn't be able to enroll them for annual coverage. If you enroll for fall coverage and do not enroll your dependents at that time, you cannot enroll your dependents unless a qualifying event occurs.

**Note: If enrolling a dependent for the first time in SHIP, documentation needs to be uploaded at the time of submission. For example, a marriage certificate for a dependent spouse or birth certificate for a dependent child.*

Waiving SHIP Coverage

To be eligible to waive your SHIP, you must be currently enrolled in a health insurance plan that meets your school's waiver requirements.

Waiver requirements include being enrolled in a health insurance plan that is fully compliant with all provisions of the Affordable Care Act (ACA), requires you to have access to providers near campus and coverage for services beyond urgent and emergency services. Therefore, if you are enrolled in an out-of-state HMO or Medicaid plan, your coverage will likely be limited — or unavailable — outside of your state's service area and will not meet your school's waiver requirements. **If a claim is submitted before you have an approved waiver, you will remain enrolled in the plan.**

1. Go to www.gallagherstudent.com/landmark.
2. Select Visit **Student Portal** at the bottom of the page.
3. Log into your account. Select **Submit Waiver Here** under **Already have insurance?**
4. Select the term for which you want to the waive the student health insurance.
5. Read and acknowledge the **Important Enrollment Information** by selecting **Yes, I agree to the above information**. Then select **Continue to Next Step**.
6. The **About You** page will populate. Verify the information is correct, make any changes needed, and/or complete any required fields that are missing information. Then select **Save & Continue**.

7. Type in your current insurance provider's information.
8. Read **Requirement Acknowledgement** and check box (**Yes, my plan meets the above requirements**).
9. Under **Document Upload**, upload a front and back image of your current insurance ID card.
10. Enter **Insured Details**, then select **Save & Continue**.
11. A **One final review** page will appear. Review for accuracy.
12. Read the **Waiver Terms and Conditions** and select checkbox to acknowledge agreement. Then select **Finish** to submit the waiver.
13. An email will be sent upon submission; however, final determination may take 24–48 hours.

Note: *Your insurance information is required to complete the waiver form; you do not need to upload documents at the time of initial submission. You will receive an email notification if additional documents are needed.*

If I waive, but then lose my coverage, can I enroll in SHIP or enroll my dependents if they lose coverage?

Standard (for hard waiver schools):

If you waive SHIP and then lose coverage, you can enroll in the plan. Losing coverage is categorized as a Qualifying Life Event. Other Qualifying Life Events include:

- Reaching the age limit of another health insurance plan.
- Involuntary loss of coverage from another health insurance plan.

You can only add eligible dependent(s) outside of the enrollment period if one of these qualifying events occurs:

- You get married
- You have a child
- You get divorced
- Your dependent enters the country for the first time
- Your dependent loses coverage under another insurance plan

To initiate the Qualifying Life Event process:

1. Send an email to Gallagher Student Health enrollment team at Quincy.BSD.enrollmentteam@AJG.com
2. Please attach the appropriate documentation for the Qualifying Life Event such as a marriage certificate or domestic partner affidavit, a birth or adoption certificate, or proof of lost coverage.

Note: *Read the form carefully as it contains very specific information on the Qualifying Life Event process.*



If your enrollment in SHIP is on a voluntary basis, there is no option for the Qualifying Life Event process if you lose coverage with your current health insurance plan.

Once enrolled, can I cancel? Get a refund?

Once you are enrolled in SHIP, you will remain enrolled in the plan for the full coverage period. You have no option to terminate coverage unless you enter the armed forces. In that case we will refund — or your student account will be credited — a pro-rated share of your premium. If you are an international student withdrawing or graduating from your school and returning to your home country, you may qualify for a refund of premium.

Where can I get more information about my plan?

Go to www.wellfleetstudent.com.

Have changes been made to this year's plan?

The following changes have been made for the 2025-2026 policy year:

- Teladoc Behavioral Health will be included in the plan.
- The Urgent Care Benefit will no longer apply a \$20 copayment for in- and out-of-network coverage. Benefit will be paid at the group level coinsurance after the deductible.
- The Chiropractic Care, Cardiac Rehabilitation, and Pulmonary Rehabilitation Benefits will no longer apply a \$20 copayment for in- and out-of-network coverage. Benefits will be paid at the group level coinsurance after the deductible.

Am I still covered while traveling? When studying abroad?

Yes, your plan covers you wherever you are. If you are enrolled in SHIP and paid the premium, you'll be covered. Your plan also provides you with 24-hour Worldwide Travel Assistance, which includes services ranging from a lost passport to helping with emergency medical assistance or arranging emergency medical evacuation or repatriation of remains. It's important to contact Travel Guard before making arrangements on your own. Otherwise, these services will not be covered.

How it Works?





All Wellfleet Student Health members may contact Travel Guard when traveling outside of the U.S. and need covered assistance. Student members must provide school name and the nature of the emergency when calling.

U.S & Canada: 877-305-1966 | All Other Locations: 715-295-9311

Comprehensive Travel Assistance

Worldwide Travel: Lost baggage search & replacement assistance, lost or stolen document assistance, legal referrals, bail bond assistance & more

Medical Assistance: Evacuation assistance, repatriation, return travel arrangements, provider referrals & more

Emergency Travel: Flight & hotel rebooking, rental vehicle booking, missed connections coordination, and more

Personal Security: Emergency & security evacuation arrangement, 24/7 access to specialists & more.

Other information about seeking medical care abroad:

- Always keep your SHIP ID card with you.
- Save a copy of the plan brochure and/or bookmark your student health website.
- If you get sick while abroad, you will likely need to pay for your care first and then submit bills for reimbursement. Your covered expenses will likely be considered an out-of-network expense.
- Before you submit claims for reimbursement, have the itemized bill(s) translated into English. Also include a letter informing the claims administrator you already paid for the healthcare service and need to be reimbursed.
- Write your name, ID number, address and school name on your bill(s). This will help the claims company process your reimbursement request correctly and promptly.



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