

D'Youville University Student Health Insurance Plan

Frequently Asked Questions

What is my enrollment deadline? **Fall:** September 30, 2023 **Spring:** February 28, 2024

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 waive? Waivers can be completed by visiting <https://www.haylor.com/dyouville> then select waive/enroll

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/dyouville> & then select Download ID Card

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/dyouville> & then select Find A Provider

How do I enroll my spouse or child in the health coverage? To enroll the dependent(s) directly through carrier visit www.firststudent.com, select D'Youville & click enroll now to view available dependent options

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/dyouville> & then select Plan Highlights or Coverage Detail

I lost my insurance coverage, how do I enroll in the student health insurance plan? Please contact student@haylor.com with a copy of your current insurance carrier's termination letter to begin the enrollment process. Once enrollment is finalized, insurance fee will be posted on student bursar bill

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 are not accepted

For more details regarding the
D'Youville University
Student Health Insurance Program
please visit: www.haylor.com/dyouville
866-535-0456
student@haylor.com

