



**Blue Care
Network**
of Michigan



Frequently asked questions to help during your Student Health Plan enrollment

1. How do I log in to my Blue Water account to enroll or waive my university plan?

Please refer to the email sent to you by Blue Water that includes instructions and direct links to locate your **new username** and **temporary password**.

2. My username and temporary password aren't working. What do I do?

Send an email with your **username** and **last name** to ship-enrollment@bluewaterbenefitsadmin.com for a password reset. It may take up to 36 hours before you receive an email with your new password.

3. How do I waive university coverage?

You must log in to your Blue Water account to waive university coverage. Follow the prompts and upload the required documents. Your waiver request will be validated, and you'll receive notification of approval or denial.

4. How do I know my enrollment has been processed?

When your enrollment and payment have been approved, you'll receive an email from Blue Water. You can follow the instructions to set up your Blue Cross online member account. Your member account will provide access to your member ID card, claims and more.

5. I enrolled but I'm having trouble submitting my payment on the Blue Water portal? What should I do? (Voluntary enrollment students only)

If paying with a credit card, you must have an address listed in the portal.

6. I'm a new student and registered in the Blue Water portal. How do I enroll?

New student registrations are updated in the Blue Water student health portal each day. Allow 36 hours for your account to become active on your student health plan portal. You'll receive an email from Blue Water with a username and password to enroll.

Blue Water Benefits Administrators is an independent company providing third-party administration of Student Health Plans to eligible Blue Care Network members.

Blue Care Network is a nonprofit corporation and independent licensee of the Blue Cross and Blue Shield Association.