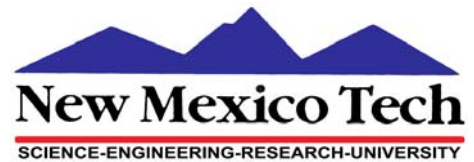


Frequently Asked Questions



- 1. Q: What is the Policy number?**
A: AMH0077540
- 2. Q: Am I required to use the NMT Student Health Center (SHC)?**
A: In order to provide a more affordable health insurance policy, this plan is designed to provide benefits for services NOT available from the SHC. Therefore, to receive maximum benefits under this Plan, covered students and their covered dependents should use the resources available from the SHC clinic prior to seeking treatment from a PPO provider. Exceptions to the referral requirement are provided on page 4 of the Benefit & Enrollment Information Booklet.
- 3. Q: Am I required to enroll in this insurance plan?**
A: New Mexico Tech requires all students to purchase this insurance plan or provide proof of comparable alternate insurance coverage prior to enrollment each semester.
- 4. Q: How/Where do I pay for the insurance?**
A: Students and their eligible dependents may enroll online at www.macori.com or complete the Enrollment Form and follow the payment instructions listed on the form.
- 5. Q: What is the deadline to purchase the insurance?**
A: Please reference Enrollment Deadline and Effective Date information on page 3 of the Benefit & Enrollment Information Booklet.
- 6. Q: If I enroll in this Plan, do I also need to purchase Medical Evacuation, Repatriation and Travel Assist Services?**
A: No. Medical Evacuation, Repatriation and Travel Assist services are included. (AIG Travel Assist is not insurance.)
- 7. Q: What is my deductible?**
A: Per Policy Year/Per Person: \$100 (The Deductible will be waived for Students and Dependents when treatment is rendered or a valid referral is received from the Student Health Center.)
- 8. Q: How do I file a claim?**
A: Claim Form submission is available at www.macori.com Medical bills should be forwarded to Maksin Management Corp., PO Box 2567, Spring, TX 77383-2567.
- 9. Q: Who do I call to check status of a claim?**
A: Maksin Management Corp at 1-800-285-8133 or log on to: www.macori.com/NMT

Annual 9-Payment Installment Plan Frequently Asked Questions



This section only pertains to Annual 9-Payment Installment Plan participants.

1. Do I need to re-enroll each time a payment is due if I am enrolling in the Annual 9-Payment Installment Plan?

No, enrollment is required only once per Policy Year for the Annual 9-Payment Installment Plan. Your payments will automatically be deducted for the remainder of the Policy year to help ensure that your coverage remains in effect. Updated bank information and an enrollment form are required each fall semester if you elect to continue your coverage.

2. What if My Account Information Changes?

If you change your bank account, please notify our office 10 days prior to the payment due date.

3. What dates will my account be automatically charged?

After the initial installment, there will be 8 additional installments deducted from your bank account on the 25th of September, October, November, January, February, March, April and May. If the 25th falls on a weekend or holiday, the draft will occur on the following business day. Upon receipt of your updated information, your enrollment will be updated and coverage will remain continuous.

Refer to the benefit and plan information at www.macori.com for enrollment and grace period dates.

4. Can I enroll in the installment plan with a credit card?

No, the installment plan is available only through automatic bank draft due to the varying expiration dates on credit cards. You may enroll by semester with a credit card.

5. Do I need to complete a bank draft enrollment form every school year?

Yes. Bank Draft is only valid for the current policy year. If you return to school in the Fall of the following year and want to continue your insurance enrollment and Bank Draft, you must complete another enrollment form.

6. What if I have questions or need assistance with enrollment?

Please contact us at:

Toll Free Telephone: 800-285-8133
Telephone (Houston Area): 281-651-8787
Email: macori@macori.com
Web: www.macori.com
Address: 19609 Wied Rd.
Spring, TX 77388