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## Contacts

<table>
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<th>Answer Needed</th>
<th>Who To Contact</th>
<th>Contact Information</th>
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| Enrollment, Coverage or Service Concerns | Gallagher Student Health & Special Risk | 500 Victory Road  
Quincy, MA 02171  
https://www.gallagherstudent.com/duke  
click "Help Center" |
| ID Cards, Claims, and Tax Forms | Aetna Dental                 | www.studentblue.nc  
888-206-4697  
http://www.aetnastudenthealth.com/duke  
(877) 238-6200 |
| Voluntary Dental               | Aetna Dental                 |  
http://www.aetnastudenthealth.com/duke  
(877) 238-6200 |

Getting Started

How do I log into the portal to enroll in or opt of the Student Dental Plan?

1. Visit [https://www.gallagherstudent.com/duke](https://www.gallagherstudent.com/duke)
2. Under “Profile,” click "Log In" and enter your student login credentials.

How do I enroll?

International and PHD Students:
No action is needed as you are automatically enrolled in the student dental plan. To view your coverage details:

2. Follow the login instructions.
3. View “Account Details,” found on the lower left side of landing page.

To opt out of the dental plan:

1. Follow the instructions above
2. Scroll down to the “dental plan summary” section
3. Select the email address (Quincy.BSD.enrollmentteam@AJG.com) to opt out. This link will generate a pre-filled in email confirming that you are opting out of dental coverage.
4. Please send the email to the pre-populated email address.
If opting out you will receive an email confirmation that your request has been processed.

**Domestic Students:**
1. Go to [https://www.gallagherstudent.com/duke](https://www.gallagherstudent.com/duke)
2. Follow the login instructions.
3. Click on the “Enroll” button under “Plan Summary.”
4. Follow the instructions to complete the form.
5. Enrollment confirmation email will be sent.

**How do I enroll my dependents?**
1. Go to [https://www.gallagherstudent.com/duke](https://www.gallagherstudent.com/duke)
2. Follow the login instructions.
3. Click on the “Enroll” button under “Plan Summary.”
4. Follow the instructions to complete the form to enter and enroll your “dependent spouse/partner” and/or “dependent children.”
5. Enrollment confirmation 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.
Note: If enrolling a dependent for the first time 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.

Once enrolled, can I cancel? Get a refund?

Once you are enrolled in the Aetna Dental plan, 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.

Where can I get more information about my plan?

Go to https://www.gallagherstudent.com/duke

Have changes been made to this year's plan?

No changes were made to the dental plan for the 2024–2025 Policy Year.