**Temporary Coverage Period:** The period of time, approximately 30 days at the beginning of each semester, where students may experience verification of coverage delays due to the enrollment process with Blue Cross Blue Shield of Texas (BCBSTX).

**How to make a Doctor’s appointment during the Temporary Coverage Period:**

If you need to see a doctor (for non-emergency purposes) during the *Temporary Coverage Period* and you have not received your insurance ID card, please follow these steps:

1. Contact your International Student Advisor (ISA) at Lone Star College with the following information:
   a. Legal Name as listed on your I-20;
   b. LSCS Student ID Number;
   c. Date of Birth;
   d. Gender (Male/Female);
   e. U.S. address including apartment number, city, state and zip code;
   f. Student email address;
   g. Contact Telephone Number in the U.S.;
   h. Country of Citizenship (based on passport); and,
   i. If applicable:
      - Doctor’s Name;
      - Doctor’s Office phone; and
      - Appointment Date/Time.

2. Lone Star College System (LSCS) will forward this information to Academic HealthPlans (AHP). Your International Student Advisor (ISA) will contact you with your temporary insurance ID card number once it becomes available from the insurance company.

   **Please Note:** In order to verify proper coverage for your health insurance claim, to produce a temporary insurance card, AHP needs a minimum of 4 days to process your health insurance enrollment. Coverage cannot be verified over the weekend.

   1. Under Login select “Register Now”
   2. Enter your legal name as listed on your I-20
   3. For subscriber relationship select “subscriber”
   4. Enter your date of birth
   5. Enter an email address that you check often
   6. For group number enter 101364
   7. For subscriber/member ID number, enter the number provided by your International Student Advisor
   8. For home zip code, enter your postal code in the U.S.

4. Find an In-network Doctor:
   - Go to [https://lonestar.myahpcare.com/](https://lonestar.myahpcare.com/);
   - Select “Benefits”
   - Select “Find a Doctor or Hospital” (this will lead you to the Blue Cross Blue Shield of Texas website);
   - Select “BlueChoice PPO” for Network Type;
   - Under Provider Type select the type of doctor you are seeking (if you need to see a general doctor, select Primary Care Doctor); and
   - Enter your U.S. zip code (postal code) to find a doctor in your area.

5. Make an appointment.