



study**insured**<sup>™</sup>

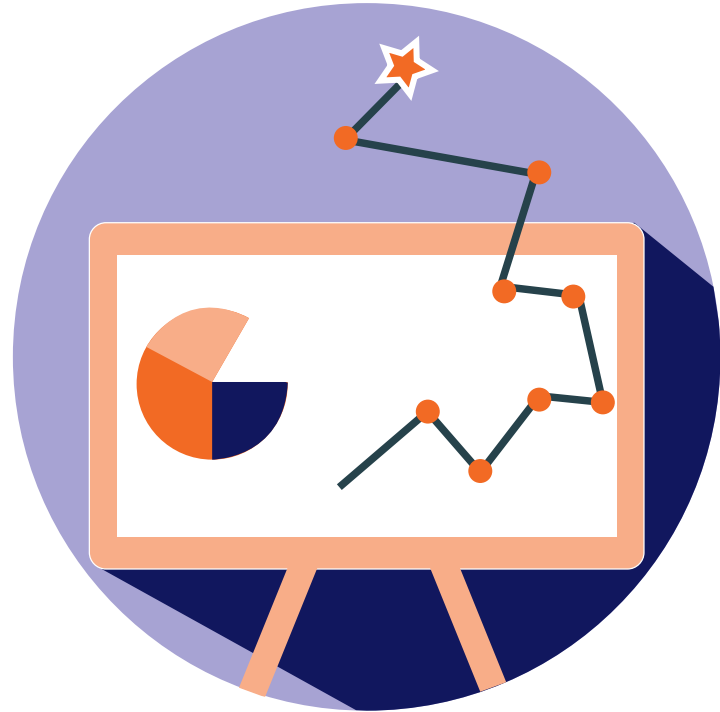


## **Insurance Orientation**

Delta School District

# Agenda

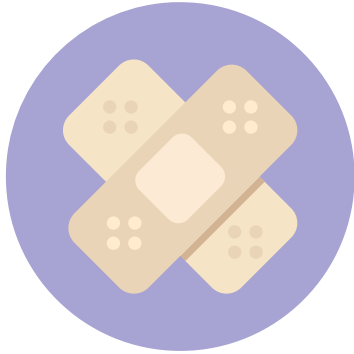
- **Health Insurance Basics**
  - What is health insurance?
  - Your insurance documents
- **Your Insurance Plan**
- **Support and Services**
  - 24/7 Assistance
  - Your student insurance website
  - Seeing a doctor online
  - Finding a doctor/clinic
- **Making a Claim**
- **Mental Health Care**



# Health Insurance Basics



# The **actual cost** of medical care in Canada



Medical care and cast  
for a broken leg

**\$7,000-\$8,000**



Seeing the doctor  
for the flu

**\$100-\$150**



Ambulance  
to the hospital

**\$250**



# Your **MSP** card



- Student **staying 6 months or more** will have MSP. You will receive your card after you have been here for 3 months.
- Carry your MSP card **at all times**
- Your homestay parents will know this process well!

# Your StudyInsured™ insurance wallet card

- All students will use this card for the first 3 months of their stay
- You get extra medical benefits with this card alongside MSP
- Students staying <6 months will **ONLY** have this card





**Your StudyInsured™ health insurance protects you from having to pay expensive medical bills while you're in Canada**

# What do I need to do to **access** my StudyInsured™ health insurance?



- **Your school has already enrolled you!**
- You will receive your insurance confirmation **to your email**
- You will also receive a paper copy at registration





# Your Insurance: **The COMPREHENSIVE+ Plan**



# Plan basics



Covers **UNEXPECTED** illnesses or injuries

---



Can be used **worldwide** except for your home country

---



Is supported **24/7** by a multilingual Assistance Team

# Your StudyInsured™ health insurance **covers:**



Medical care at hospitals, clinics, and online



Psychiatric, psychological care



Emergency dental care



Prescription drugs



Paramedical services



Emergency transportation and Repatriation

**Emergencies related to pre-existing conditions are covered**



# Your StudyInsured™ health insurance **does NOT cover:**



- Ongoing care for **chronic conditions**
- **Routine** prescription medications
- Paramedical services **without a doctor's referral**
- Surgeries that are not **immediately required**

# Support & Services



# Assistance available 24/7

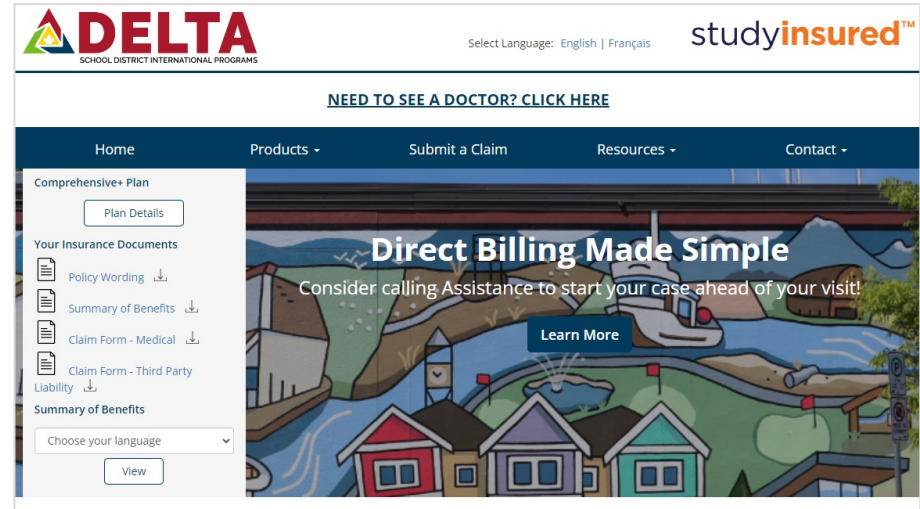


- ✓ **Available 24/7 in multiple languages**
- ✓ **Answers your questions** about coverage, guidance with the Canadian health care system, help with locating medical providers, assistance with claim submissions, etc



# Your student insurance website

- ✓ Download **policy wordings, claim forms, and summary of benefits** (in multiple languages)
- ✓ Online **claim submission tool**
- ✓ Simple **guides** and other resources
- ✓ Link to buy insurance for family, friends, super visas, etc.



[www.studyinsured.com/godelta](http://www.studyinsured.com/godelta)



# Medical care in person and online

- ✓ **Online medical care available** through our partner, Maple
- ✓ Easy **clinic/doctor search** tool
- ✓ Network of **direct-pay clinics** so you don't have to pay out of your own pocket for medical care



# Student insurance website: Seeing a doctor online



If you have an emergency, call 911 or go to the hospital.  
Whenever you need medical care, [call StudyInsured™ Assistance.](#)

See a doctor online for:



Cough/Sore Throat



Earache



Urinary Tract Infection



Upset Stomach



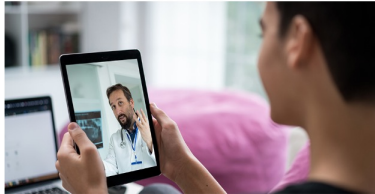
Sinus Infection



Rash/Hives/ Allergies



Cold/Flu



Video chat with a doctor on your phone, tablet or computer for these issues and more.

Fast - Easy - No travel or waiting rooms - Prescriptions available

[Sign Up / Login](#)

[Learn More](#)

- ✓ See a doctor online for minor illnesses
- ✓ Secure video connection
- ✓ Prescriptions available
- ✓ Cost-free for StudyInsured™ students

[www.studyinsured.com/godelta](http://www.studyinsured.com/godelta)

# How to see a doctor online



1. Register your profile: [getmaple.ca/msh](https://getmaple.ca/msh)
2. Sign in and click “Get care” on your dashboard
3. Connect through secure messaging, audio, or video chat
4. Follow doctor's orders :)
5. If you are prescribed a medication, pick it up at your local pharmacy or have it delivered to your doorstep.

## Note!

**You will need your policy number to register for Virtual Health!**

# Student insurance website: Doctor/clinic search tool

## Find a medical provider

For an in-person visit



### Prepare for your visit:

1. Call the provider to check if you need an appointment and/or confirmation of coverage.
2. To get confirmation of coverage, call [StudyInsured™ Assistance](#).
3. Bring confirmation of coverage, photo ID, and your insurance wallet card to your appointment.

### Enter Your Policy Number to Find the Closest Medical Provider

Policy Number eg: MCP999123456

Search

You can find your policy number on your insurance wallet card or your insurance confirmation.

[View Insurance wallet card examples](#)

1. Enter your policy number
2. Click **Search**
3. View listings on the map
4. Listings with **Direct Pay: Yes** are locations where you do not need to pay out of your own pocket

[www.studyinsured.com/godelta](http://www.studyinsured.com/godelta)



**IMPORTANT NOTE!**

StudyInsured™ Assistance  
must be notified of **serious illness or injury**  
**ASAP to a max of 48 hours!**

If not, eligible benefits may only be paid at **80%**.

**1.866.883.9787**

# Making a Claim



# Making a claim: **required information**

- |   |  |
|---|--|
| <ol style="list-style-type: none"><li>1. Policy Number</li><li>2. Email address</li><li>3. Phone number</li><li>4. Date(s) of Service</li><li>5. Reason for medical appointment<ul style="list-style-type: none"><li>• If an injury, how and where did it happen?</li></ul></li></ol> | <ol style="list-style-type: none"><li>5. Recommended course of treatment</li><li>6. Invoices, payment receipts, referrals, prescription receipts</li><li>7. Method of payment<ul style="list-style-type: none"><li>• Electronic transfer → need bank info</li><li>• Cheque → need postal address</li></ul></li></ol> |
|---|--|

**Questions? Call 1.866.883.9787 for guidance!**

# Making a claim: **Submitting your claim**

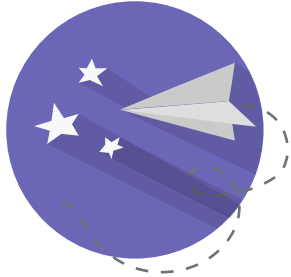


## **STUDENT INSURANCE WEBSITE**

Submit your completed claim form  
Attach your supporting documents

**[www.studyinsured.com/godelta](http://www.studyinsured.com/godelta)**

---



## **EMAIL**

Put the details of your claim in the body of the email  
Attach all supporting documents

**[studentclaims@studyinsured.com](mailto:studentclaims@studyinsured.com)**

# Contacts

Concern	Department	Contact Information
Questions about coverage, finding a local clinic, reporting a major medical emergency	StudyInsured™ Assistance  Available 24/7	<b>1.866.883.9787</b>
Claim submission, claim status, questions about claim decisions	StudyInsured™ Claims  Mon-Fri; 9am – 5pm	<b>1.866.883.9485</b>  <b><a href="mailto:studentclaims@studyinsured.com">studentclaims@studyinsured.com</a></b>





**YOUR STAY HEALTHY AT SCHOOL PROGRAM**

study**insured**™



# What is Mental Health?





**MENTAL HEALTH** includes our **thoughts and emotions**, our **feelings of connection to others**, and our **ability to handle life's highs and lows**.

- Exists in **everyone**
- A part of our **overall health**
- Can affect how we engage with the world and other people



---

# CONFIDENTIAL, VOLUNTARY, AND ACCESSIBLE

Psychological counselling and  
academic life services

---

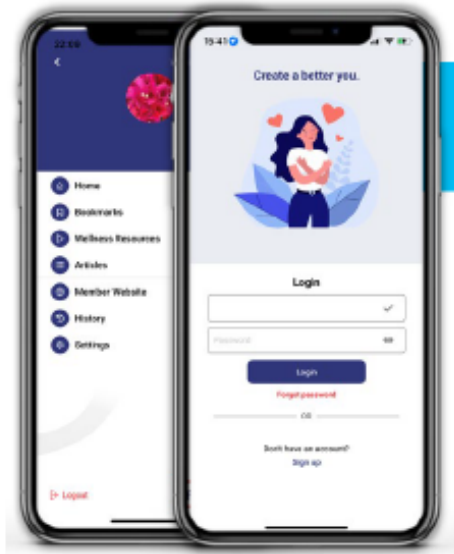
- ☐ 24/7 phone line
- ☐ Over 100 languages
- ☐ Cost-free for you to use
- ☐ Offers **support for personal or school related issues**

# Professional Counselling, Multiple Ways



**Don't be afraid to get help!**  
You don't need to struggle alone.





## PLUS STUDENT MOBILE APP FEATURING:



Self-help tools



Appointment scheduler



24-hour help line



Instant messaging functionality via app or web

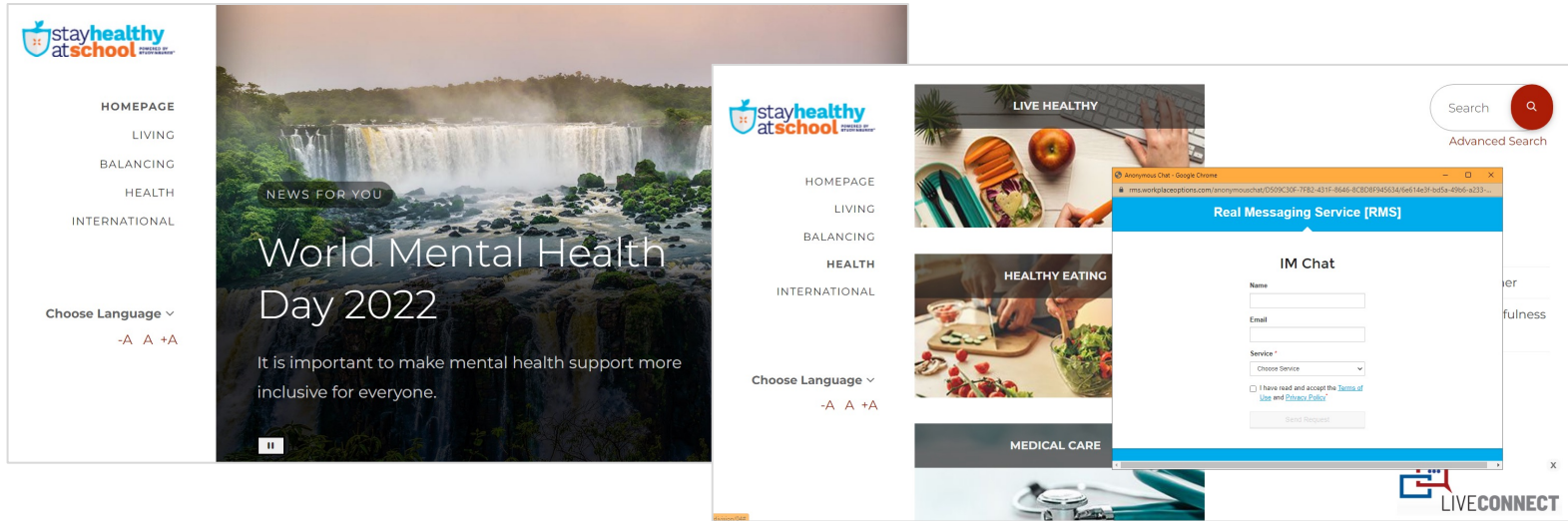
# Stay Healthy at School Program Online and Mobile Access



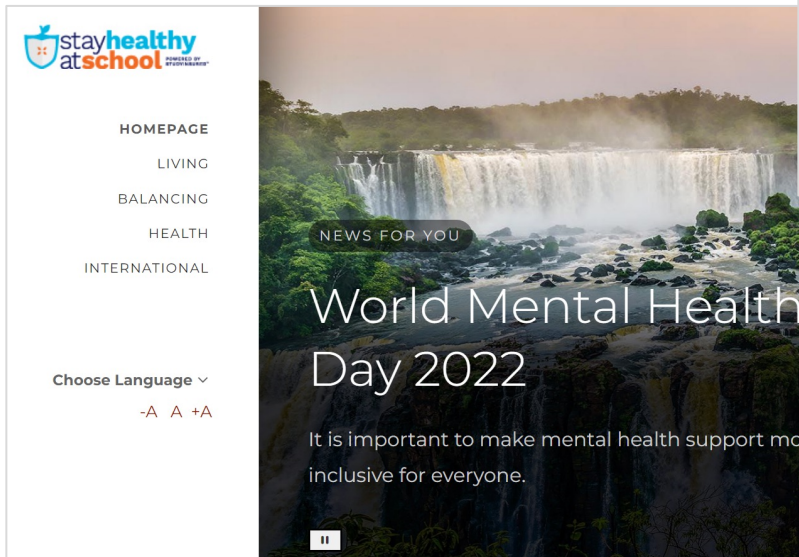
# Online Access

■ [ca.helpwhereyouare.com](https://ca.helpwhereyouare.com)

■ Company code: **SHAS**



# Online Features



stay healthy  
at school

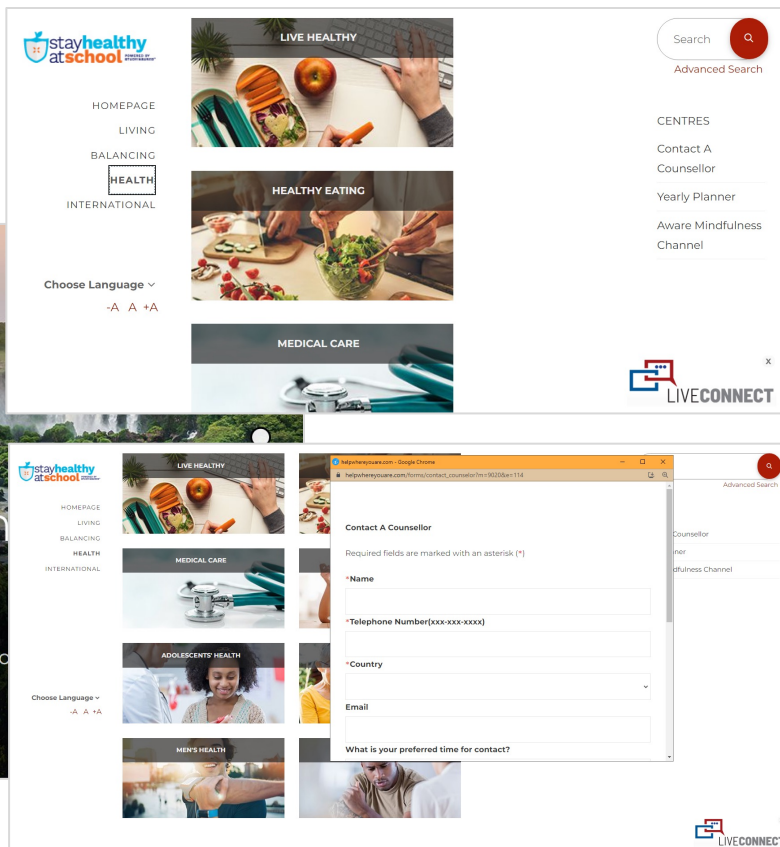
HOME PAGE  
LIVING  
BALANCING  
HEALTH  
INTERNATIONAL

Choose Language ▾  
-A A +A

NEWS FOR YOU

## World Mental Health Day 2022

It is important to make mental health support more inclusive for everyone.



stay healthy  
at school

HOME PAGE  
LIVING  
BALANCING  
HEALTH  
INTERNATIONAL

Choose Language ▾  
-A A +A

LIVE HEALTHY

HEALTHY EATING

MEDICAL CARE

Choose Language ▾  
-A A +A

ADOLESCENT HEALTH

MEN'S HEALTH

Search  
Advanced Search

CENTRES  
Contact A Counsellor  
Yearly Planner  
Aware Mindfulness Channel

LIVECONNECT

stay healthy  
at school

HOME PAGE  
LIVING  
BALANCING  
HEALTH  
INTERNATIONAL

Choose Language ▾  
-A A +A

LIVE HEALTHY

MEDICAL CARE

ADOLESCENT HEALTH

MEN'S HEALTH

Choose Language ▾  
-A A +A

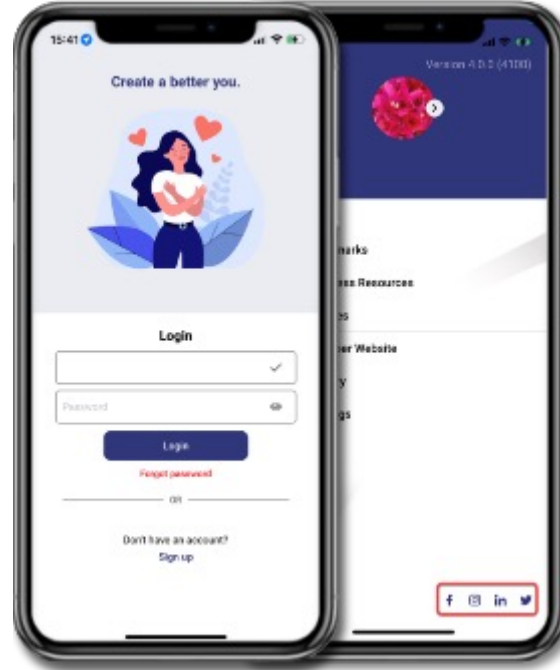
CONTACT A COUNSELLOR

Required fields are marked with an asterisk (\*)

\*Name  
\*Telephone Number(000-xxx-xxxx)  
\*Country  
Email  
What is your preferred time for contact?

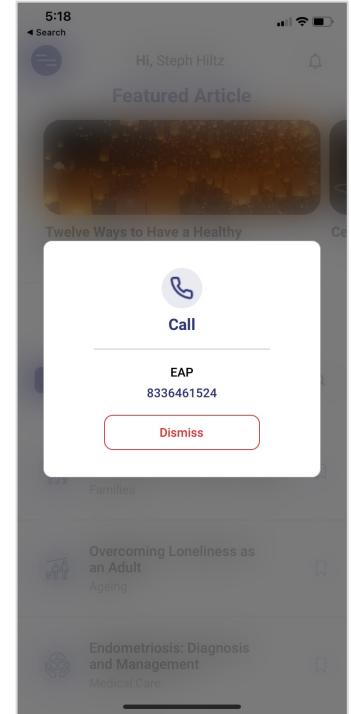
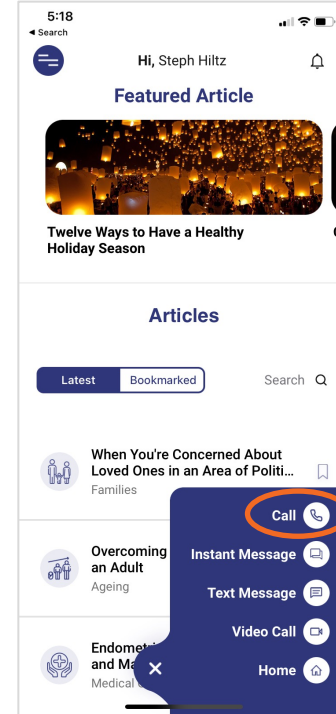
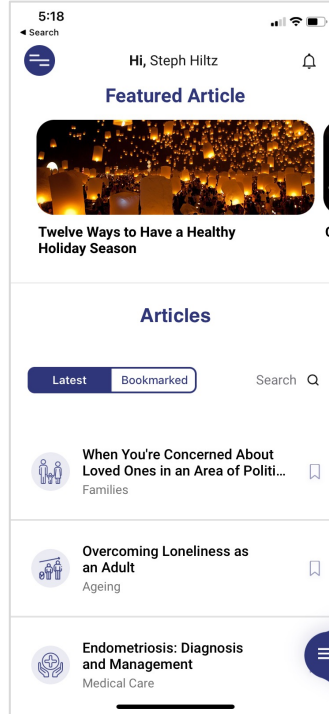
LIVECONNECT

# iConnectYou App: SHAS on your phone



# Using the App

- **iConnectYou**
- Click on “**Sign Up**”
- **Passcode: SHAS**





# Connect whenever you need it

**1 833 646 1524**

- ✓ Immediate support, 24/7
- ✓ Schedule appointments
- ✓ 100+ languages



**THANK YOU!**