



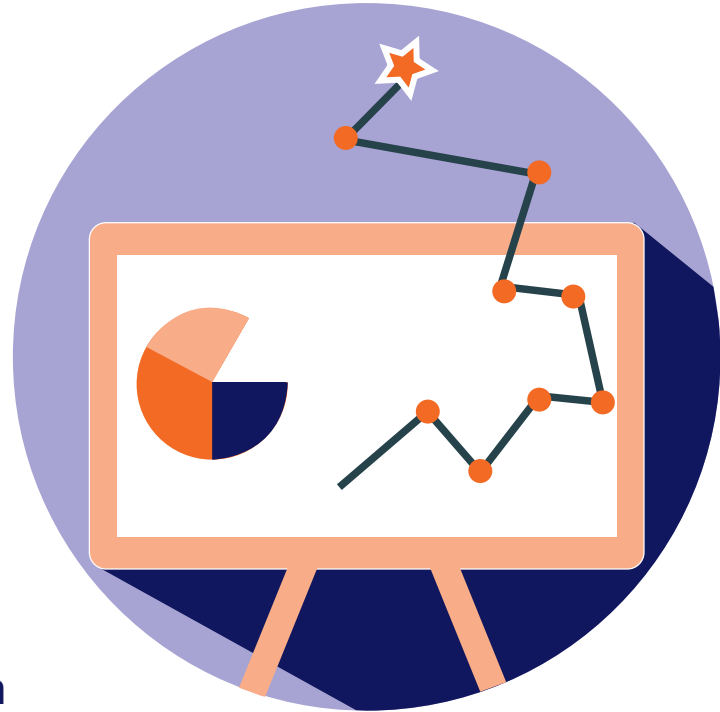
studyinsured™

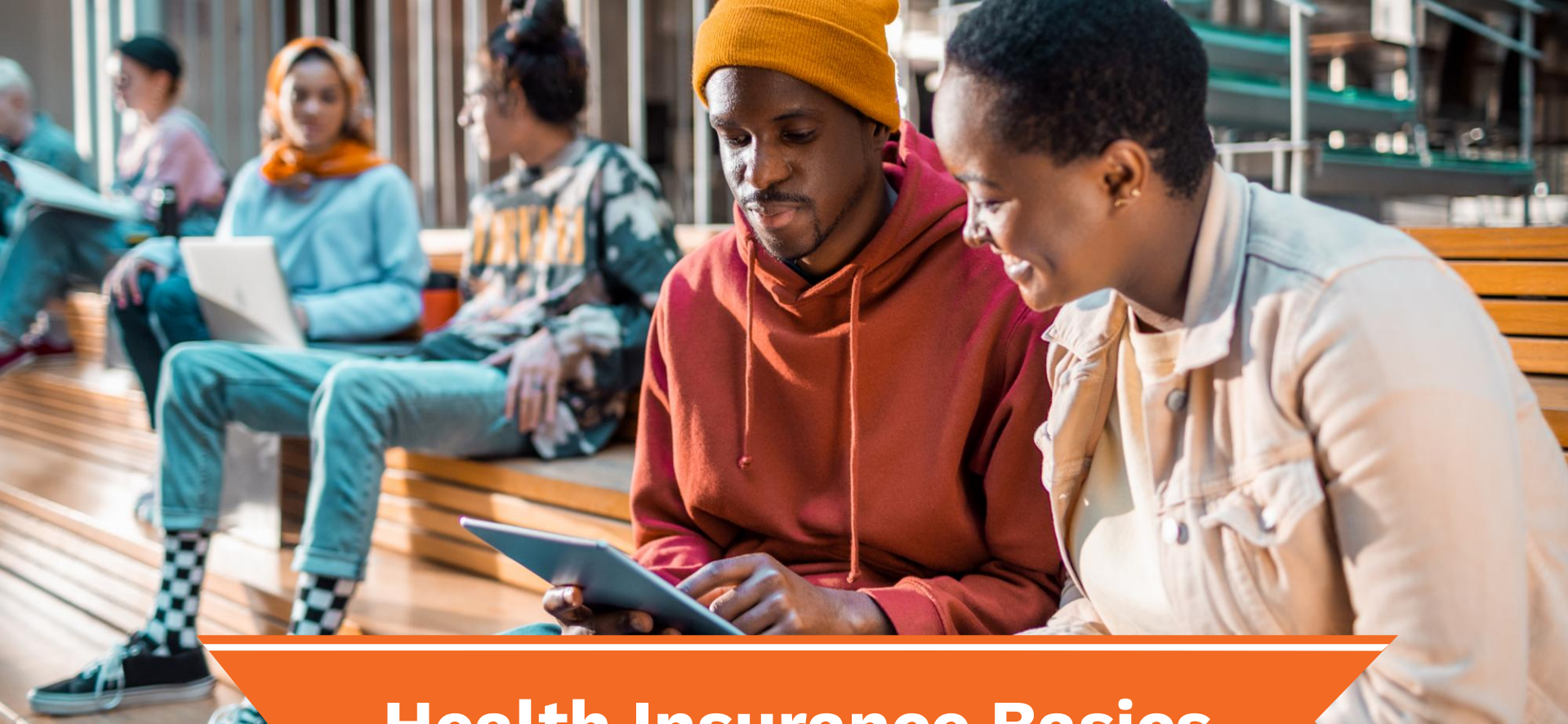
Insurance Orientation

Delta School District

Agenda

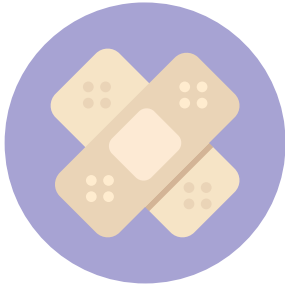
- **Health Insurance Basics**
 - What is health insurance?
 - Your insurance documents
- **Your Insurance Plan**
- **Support and Services**
 - 24/7 Assistance
 - Your student insurance website
 - Seeing a doctor online
 - Finding a doctor/clinic
- **Making a Claim**
- **Stay Healthy At School Program**





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-\$850



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

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™ insurance wallet card

- Carry this with you at all times!
- Consider keeping copies in many places
- You will be asked for your policy number when seeking care
- Note your expiry dates



Your MSP card



- Student **staying 6 months or more** will have MSP
- Keep this card with you **at all times**

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



- Delta SD has already enrolled you! **No action required!**
- You will receive your insurance confirmation **to your email**
- If you arrive to Canada and have not received your insurance confirmation email, contact **Delta SD's International Team**

Confirmation package (via email)

COMPREHENSIVE+ PLAN
studyinsured™
Emergency Assistance
IMPORTANT NOTICE - PLEASE READ CAREFULLY

Claim Form
INSTRUCTIONS
POLICY FOR INTERNATIONAL STUDENT HEALTH INSURANCE AND THIRD PARTY LIABILITY
SECTION 1: INFORMATION AND GENERAL POLICY
SECTION 2: CLAIMS
SECTION 3: DEFINITIONS
SECTION 4: STAFF INSURANCE COVERAGE

maple
MSH AMERICA studyinsured™
Your access to virtual doctors
Easily access your virtual care benefits through MSH International.
Full details of your coverage and sign information can be found in the **Welcome Guide**. You can also find answers to commonly asked questions in the **FAQ**. You can **register** or **log in** to use this service.

studyinsured™
Student Portal - How to Register
Please follow the below steps to create your account on the StudyInsured™ Student Portal

1 Access the Portal
Open your web browser and go to www.studyinsured.ca

2 Begin the Registration Process
On the homepage, click on the **Register** button found on the right side of the page.

3 Enter Personal Information
You will need the following information to begin the registration process:
• Student's StudyInsured™ Policy Number (You can find this in your insurance wallet card)
• Student's Last Name
• Student's Date of Birth

IN CASE OF AN EMERGENCY YOU MUST CONTACT:
Emergency assistance is provided 24 hours a day, 7 days a week.
1-866-983-9787 1-416-646-7845
For general inquiries, please contact:
1-866-983-9787 or 1-416-646-7845
studyinsured.com
Emergency assistance is provided 24 hours a day, 7 days a week.
1-866-983-9787 or 1-416-646-7845
studyinsured.com

StudyInsured™
100 King Street West, Suite 803 - PO Box 75
Toronto, ON, Canada, M5X 1C5
+1 866-983-9787 +1 416-646-7845
www.studyinsured.com

Policy Number	MCP00000199	Group	US	ID	188327
Effective Date	2023-09-01				
Expiry Date	2023-08-31				
Insured Person	John Smith				
Plan Type	Comprehensive International Student Insurance				

Thank you for your confidence in StudyInsured™.
Please find enclosed a copy of your international student insurance policy document. Please read your policy carefully so it contains important limitations and exclusions that may affect your coverage.
This policy covers you in emergency situations outside your home country. This card gives you access to 24/7 emergency assistance, health care, and claims information. Please carry your wallet card with you at all times, as it contains the contact information you will need in the event of a medical emergency.
A claim form has been enclosed for your convenience. You also have the option of downloading the form and submitting your claim online.

Visit our website at www.studyinsured.com for more information and tools available to you:
• Download a summary of benefits in your language
• Find a direct-pay medical facility and nearby medical care if needed by you
• Submit your claim online
• Find a direct-pay medical facility and nearby medical care if needed by you

If you require medical treatment or hospitalization, you MUST contact the 24-hour claims and emergency assistance hotline at the phone number listed on your wallet card.
If you have any questions, please contact us at 1-866-983-9787 (toll-free in North America) or at 1-416-646-6879 (toll-free outside the work you a pleasant stay in Canada and the best of luck with your studies.

Best regards,
The StudyInsured™ Team

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1-866-983-9787 1-416-646-7845
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studyinsured.com

INTERNATIONAL STUDENT HEALTH INSURANCE StudyInsured™
John Smith
MCP 025 188327
EFFECTIVE DATE: 2023-09-01 EXPIRY DATE: 2023-08-31
*Your plan will not be considered at all times with this card
*This card is not intended to be used for general insurance purposes
*This card is not intended to be used for general insurance purposes



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



Emergency 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
- Dental **check-ups, cleanings, or orthodontic care**



Support & Services

Assistance available 24/7

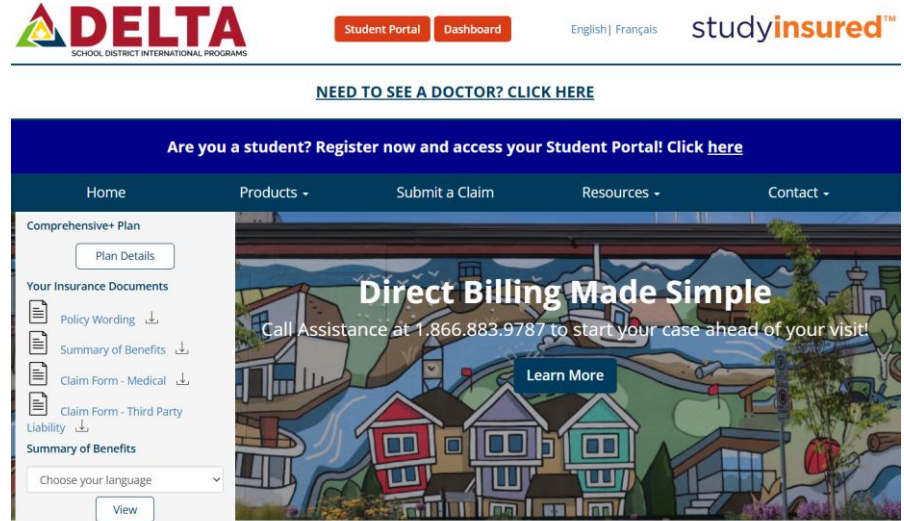


- ✓ **Available 24/7 in multiple languages**
- ✓ **Answers your questions** about coverage, guidance with the Canadian health care system, help with locating medical providers, assistance with claim submissions, etc.



Your student insurance website

- ✓ Download **policy wordings, claim forms, and summary of benefits** (in multiple languages)
- ✓ **Access the member portal** to submit claims
- ✓ Simple **guides** and other resources
- ✓ **Link to buy insurance** for family, friends, super visas, etc.



www.studyinsured.com/godelta

Your student insurance website



Student Portal

Dashboard

English | Français

studyinsured™

[NEED TO SEE A DOCTOR? CLICK HERE](#)

Are you a student? Register now and access your Student Portal! Click [here](#)

Home

Products ▾

Submit a Claim

Resources ▾

Contact ▾


Comprehensive+ Plan

Plan Details

www.studyinsured.com/godelta








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](#)

www.studyinsured.com/godelta

- ✓ Click **Sign Up/Login** to register
- ✓ See a doctor online for minor illnesses
- ✓ Secure video connection
- ✓ Prescriptions available
- ✓ Cost-free for StudyInsured™ students

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

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



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

Submitting a claim: **required information**

1. Policy Number
2. Email address
3. Phone number
4. Date(s) of Service
5. Reason for medical appointment
 - If an injury, how and where did it happen?
6. Recommended course of treatment
7. Invoices, payment receipts, referrals, prescription receipts
8. Method of payment
 - Electronic transfer → need bank info
 - Cheque → need postal address
 - Wire transfer → need bank info

Questions? Call 1.866.883.9787 for guidance!

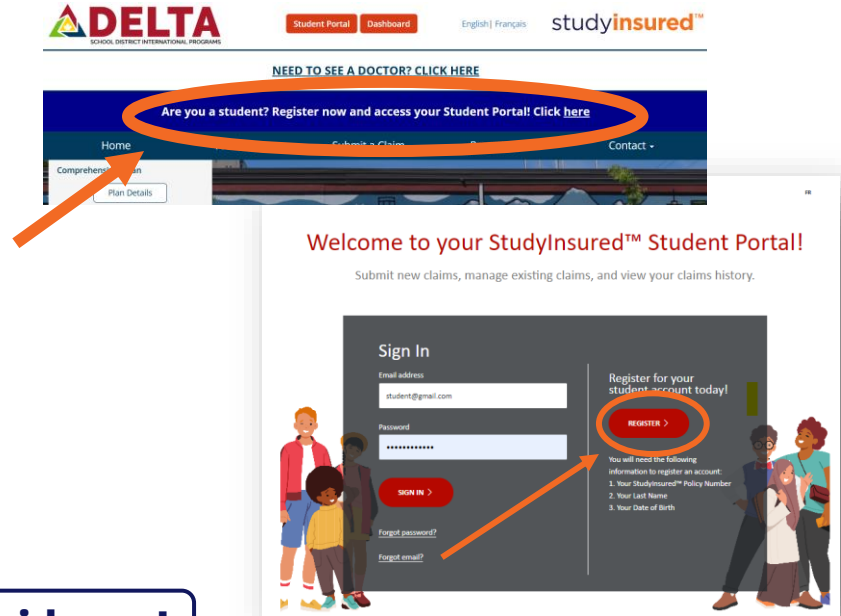
Step 1 - Register for the member portal

1. Visit www.studyinsured.com/godelta
2. Click on the banner
3. Click **REGISTER** and complete form

To complete registration you will need your:

- Your StudyInsured™ Policy Number
- Your Last Name
- Your Date of Birth

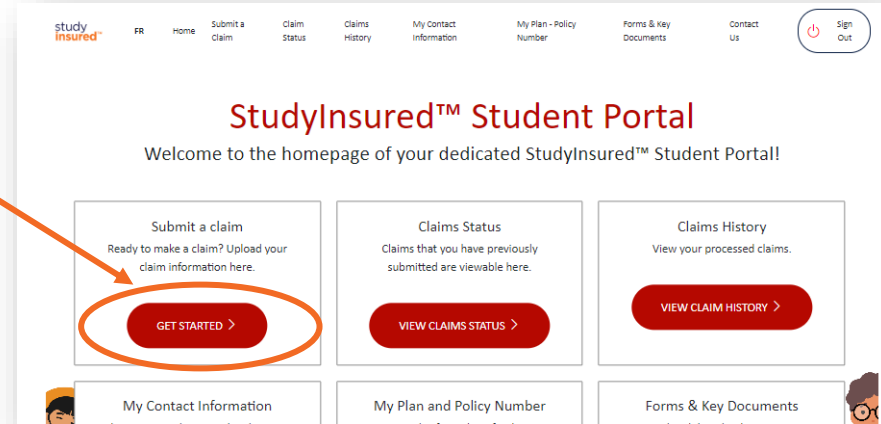
Questions? Call 1.866.883.9787 for guidance!



Step 2 – Submit your claim online

After registering...

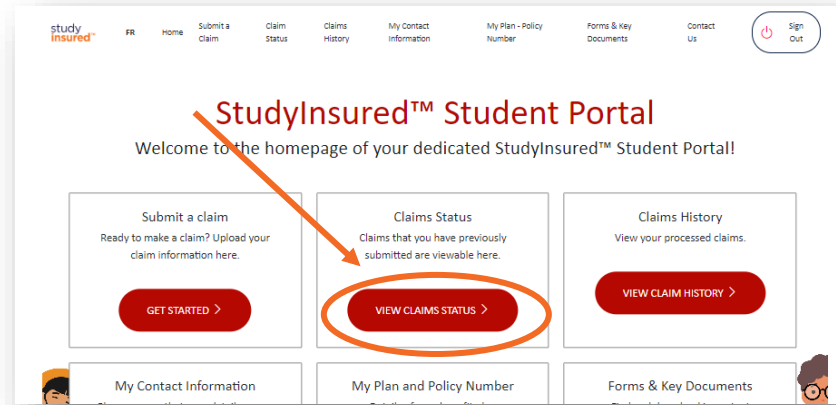
1. Log into the student portal
2. Click **Get Started** in the block that says **Submit a claim**
3. Complete the required information



Questions? Call **1.866.883.9787** for guidance!

Step 3 – Check the status of your claim **at any time.**

1. Log into the student portal
2. Click **VIEW CLAIMS STATUS** in the block that says **Claims Status**
3. View the Explanation of Benefits and follow the necessary instructions



Questions? Call 1.866.883.9787 for guidance!

Making a claim: **Submitting your claim**



STUDENT INSURANCE WEBSITE

Submit your completed claim and attach your supporting documents

www.studyinsured.com/godelta



EMAIL

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

studentclaims@studyinsured.com



stay healthy at school

POWERED BY
STUDYINSURED™

YOUR STAY HEALTHY AT SCHOOL PROGRAM



studyinsured™

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.

Stay Healthy at School Program Online and Mobile Access



Online Access

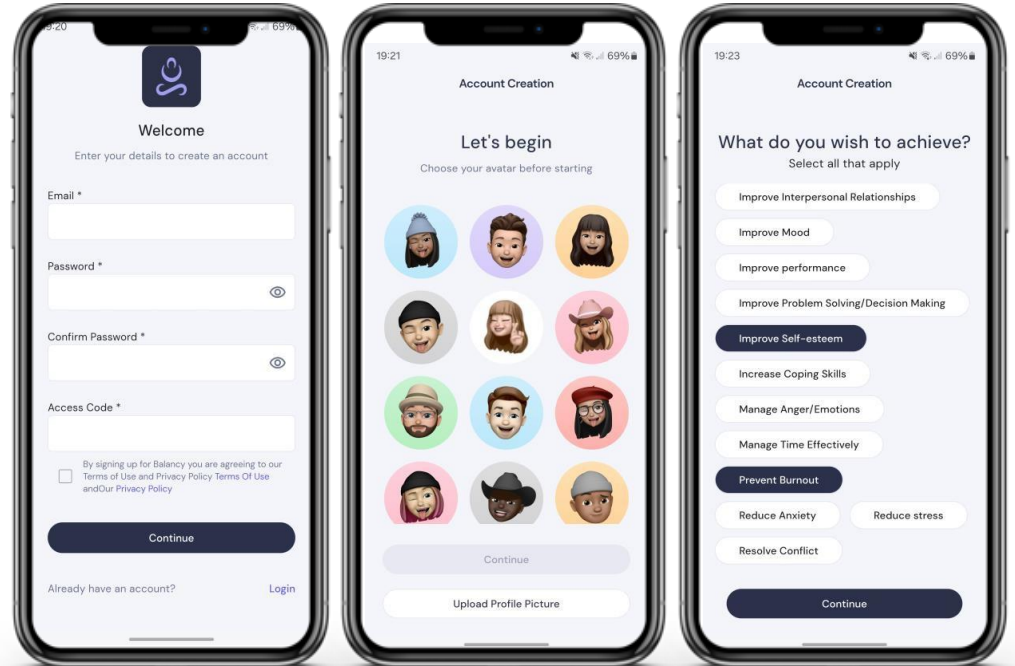
■ ca.helpwhereyouare.com

■ Company code: **SHAS**

The image displays a composite of three screenshots from the stayhealthyatschool website. The leftmost screenshot shows the main navigation menu with links for HOMEPAGE, LIVING, BALANCING, HEALTH, and INTERNATIONAL, along with a language selection dropdown. The middle screenshot features a large banner for 'World Mental Health Day 2022' with the text 'It is important to make mental health support more inclusive for everyone.' The rightmost screenshot shows a 'Real Messaging Service [RMS]' chat window with fields for Name, Email, and Service, and a 'Send Message' button. The website header includes a search bar and 'Advanced Search' link. The footer contains the 'LIVECONNECT' logo.

Using the App

- **Balancy**
- Click on **“Sign Up”**
- **Complete** user details
- **Passcode: SHAS**



Connect Today

1 833 646 1524



**Stay Healthy at
School Program**

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



THANK YOU!