



study**insured**TM

Insurance Orientation

TORONTO DSB

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



- TDSB 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 the **TDSB team**

studyinsured™

maple

MSH AMERICAS study insured™

Your access to virtual doctors

You now have access to Maple's online network of general practitioners, through MSH International. [Register](#) or [log in](#) to use this service. Visit this guide to learn more about your coverage and how to sign up.

MSH AMERICAS

Create your account
account
Canada
general p
24

Are you a member
member and not
insured by an
policy number / Member
Date of birth / Name
member / New User /
member ID / Map ID
This information is

Log in

150 King Street West, Suite 402 - PO Box 75
 Toronto, ON, Canada, M5X 1A6
 P: 416.464.7476 • 1.888.559.9559 • F: 416.735.1978
www.studyinsured.com

Policy Number:	MCPS09100789	Group:	035	ID:	186327
Effective Date:	2022-09-01				
Expiry Date:	2023-08-31				
Insured Person:	John Smith				
Plan Type:	Comprehensive+ International Student Insurance				

Please read our policy in order to fully understand the scope of our 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 as it contains important limitations and exclusions that may affect your coverage.

Your policy comes with an emergency assistance wallet card. 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 an emergency.

A claim form has been enclosed for your convenience. You MUST contact us in the event of downgrading the plan and submitting the claim online.

WALLET

Visit our website at
to access all the information and tools available to you:

- Download a summary of benefits in your language
- Download your policy wording
- Learn what to do in case of emergency
- Submit your claim online
- Find a direct-pay medical clinic and receive medical care **at no cost to you**

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 **1.888.559.9559** (toll free in North America) or at **416.464.4670** (select calls worldwide). We will give you a pleasant call in Canada and the best of luck with your studies.

Best regards,
 The StudyInsured® Team

IN CASE OF AN EMERGENCY YOU MUST CONTACT:

Emergency 24/7
1-866-883-9787 1-Canada-467-7865
Emergency assistance is provided 24 hours a day, 7 days a week.

For general inquiries, please contact:
 StudyInsured® (toll-free) 1-888-559-9559
 email: studyinsured@studyinsured.com

Emergency Assistance is provided by MediShield® Insurance
www.studyinsured.com

INTERNATIONAL STUDENT Visa, No INSURANCE StudyInsured®

John Smith

MCP

025 186327

EFFECTIVE DATE
 2022-09-01

EXPIRY DATE
 2023-08-31

*Valid policy ID must be presented at all times with this card

This is not a policy wording or policy card. See the coverage Exclusions Section and Terms & Conditions.

2024-06



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

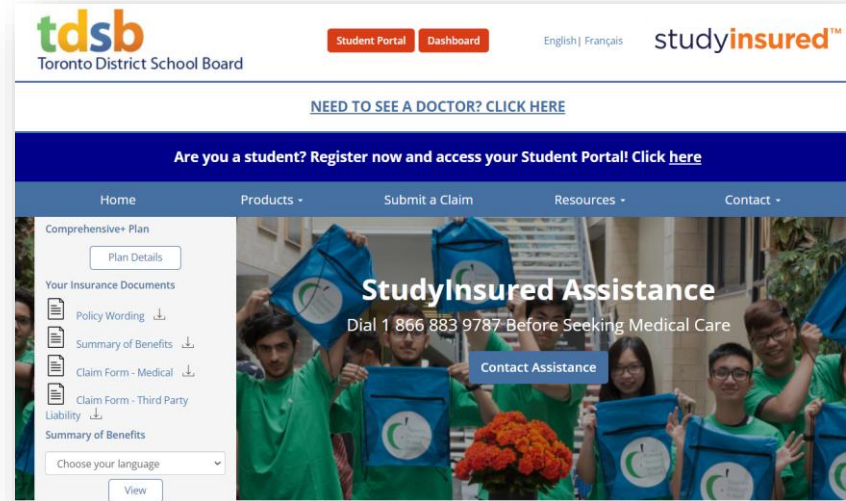


- ✓ **Available 24/7 in multiple languages**
- ✓ **Answers your questions** about coverage, guidance with the Canadian health care system, help with locating medical providers, assistance with claim submissions, etc.



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/TDSB


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/TDSB

- ✓ 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/TDSB



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: **Submitting your claim**



STUDENT INSURANCE WEBSITE

Submit your completed claim and attach your supporting documents

www.studyinsured.com/TDSB



EMAIL

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

studentclaims@studyinsured.com

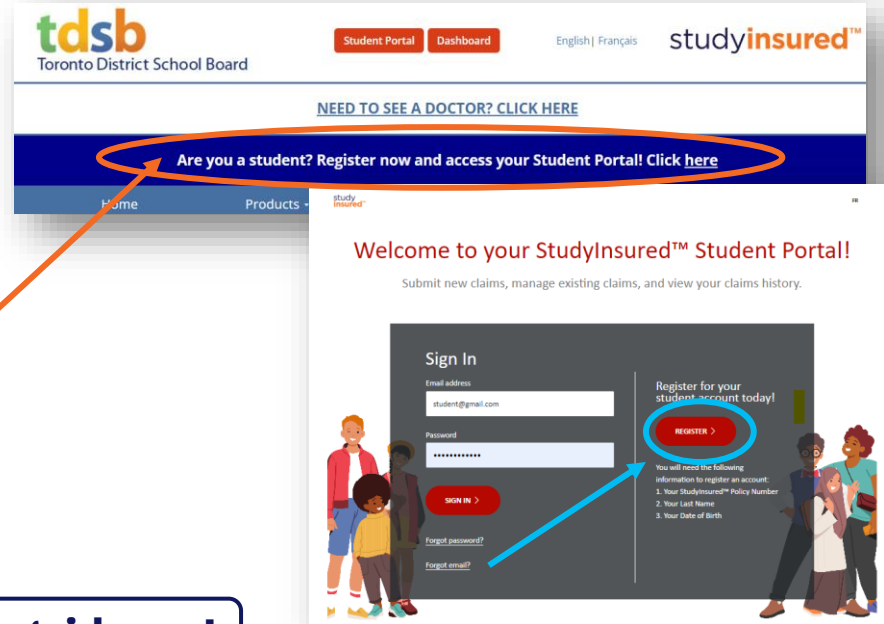
Step 1 - Register for the member portal

1. Visit www.studyinsured.com/TDSB
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

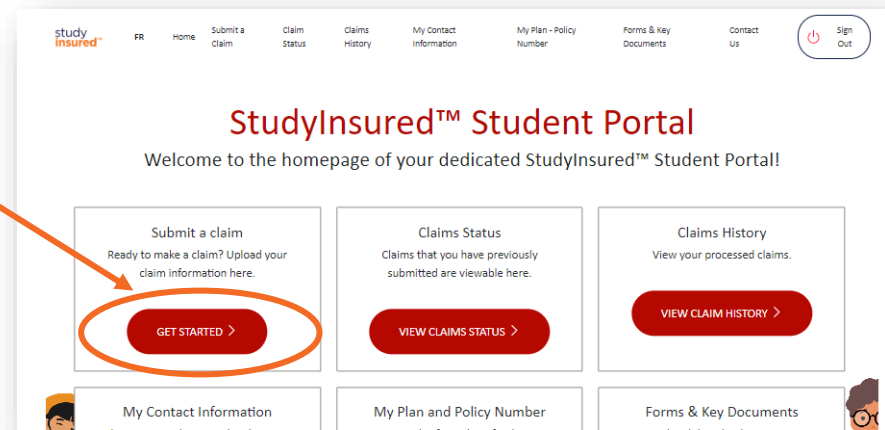
Questions? Call 1.866.883.9787 for guidance!



Step 2 – Submit your claim online

After registering...

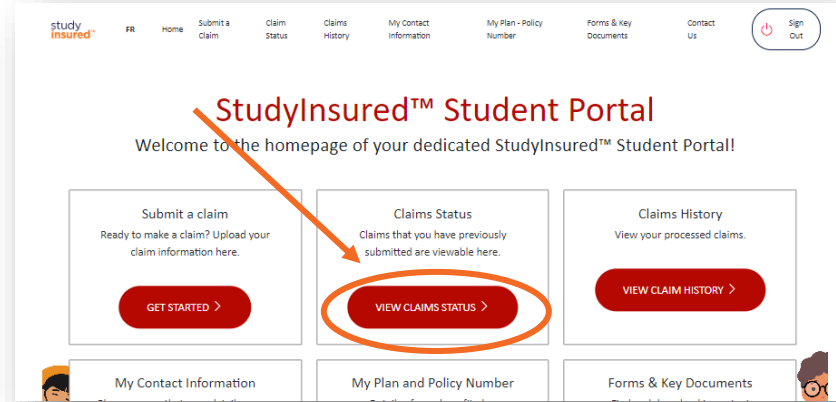
1. Log into the student portal
2. Click **Get Started** in the block that says **Submit a claim**
3. Complete the required information



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!



stay healthy
at school

POWERED BY
STUDYINSURED™

YOUR STAY HEALTHY AT SCHOOL PROGRAM

studyinsured™



CONFIDENTIAL, VOLUNTARY, AND ACCESSIBLE

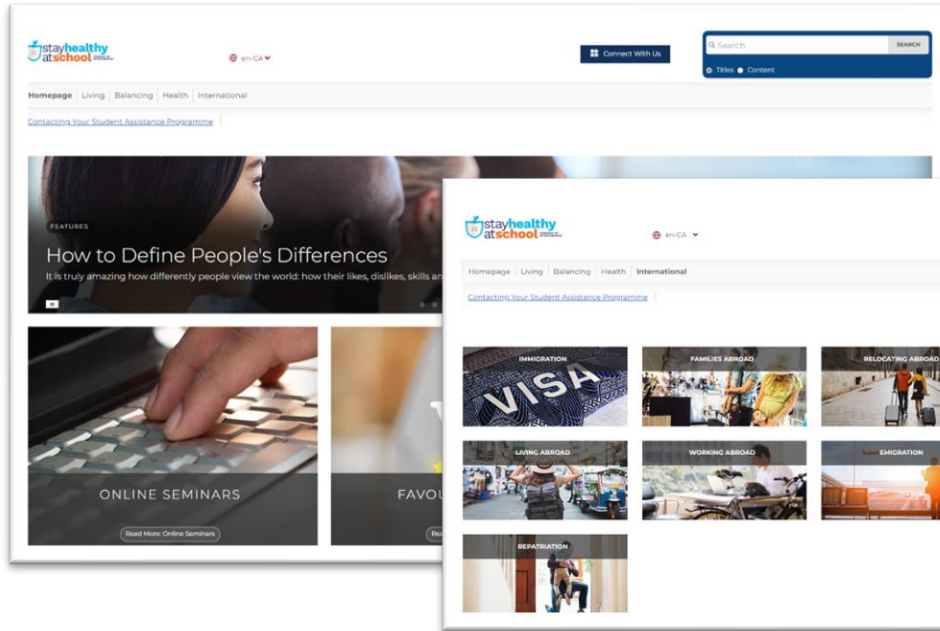
Psychological counselling and
academic life services

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

Online Access

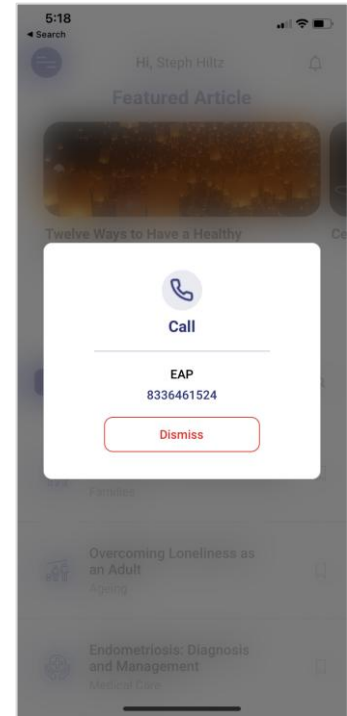
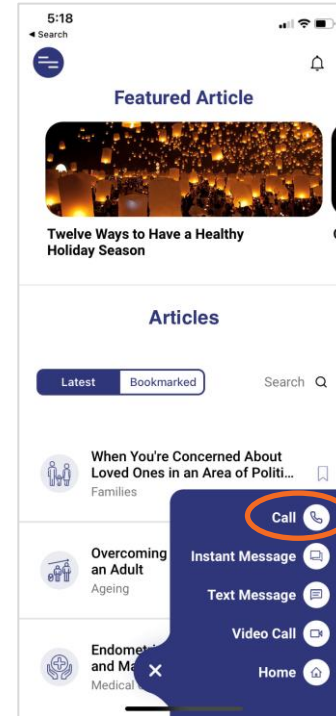
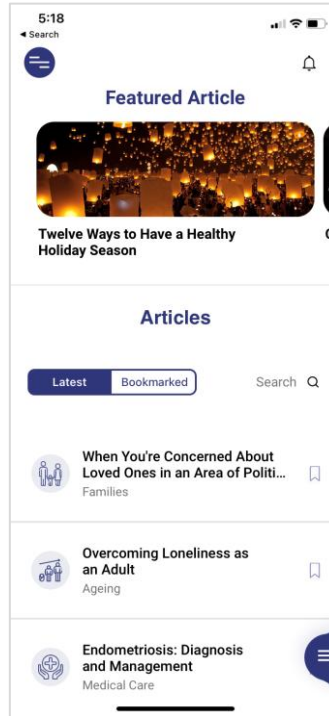
■ ca.helpwheretheyouare.com

■ Company code: **SHAS**

A screenshot of an 'Anonymous Chat' window in Google Chrome. The address bar shows the URL 'rms.workplaceoptions.com/anonymouschat/D509C30F-7FB2-431F-8646-8C8D8F945634/6e614e3f-bd5a-49b6-a233-94283774cac9/00000000-0000...'. The page has a blue header with the text 'Real Messaging Service'. Below this is a section titled 'IM Chat'. It contains a 'Name' field, an 'Email' field, a 'Service' dropdown menu with 'Choose Service' selected, a checkbox for 'I have read and accept the Terms of Use and Privacy Policy' (with links to 'Terms of Use' and 'Privacy Policy'), and a 'Send Request' button.

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!