studyinsured™

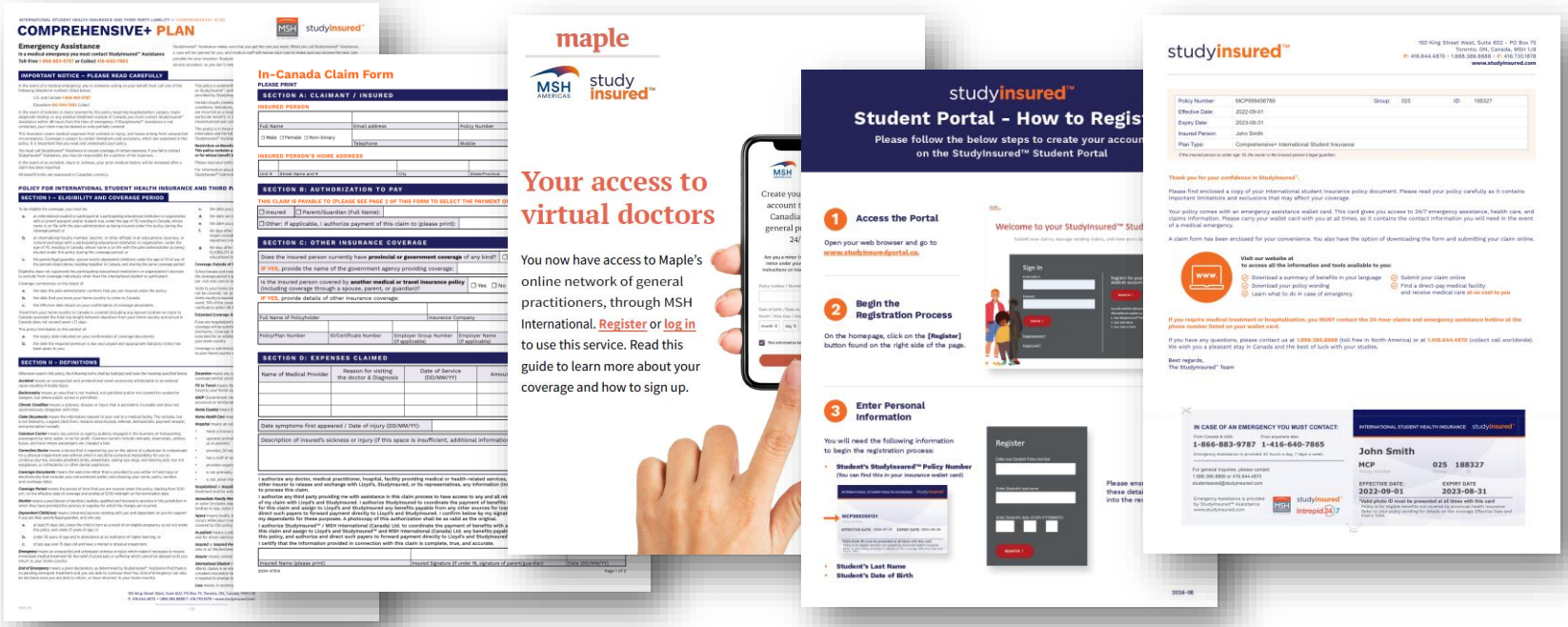
Insurance Orientation

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**

Confirmation package (via email)



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

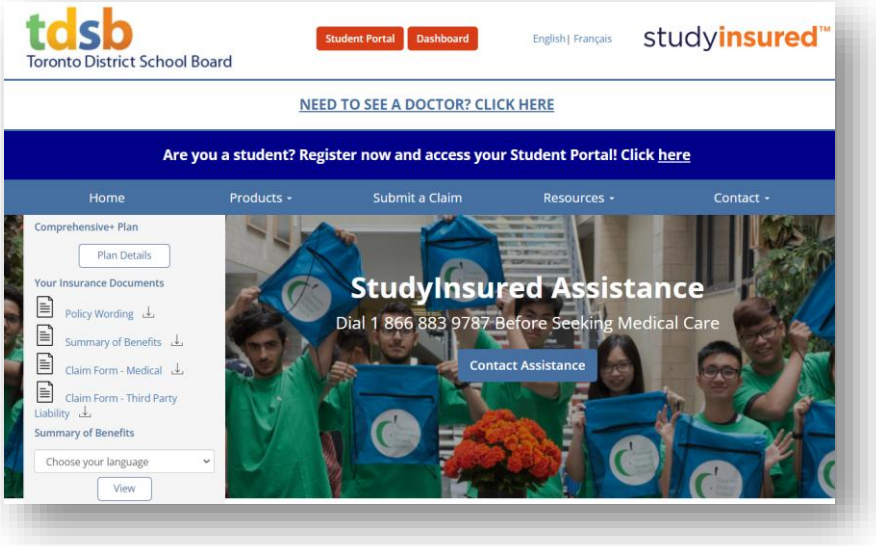
Assistance available 24/7

studyinsured™ assistance

- ✓ **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

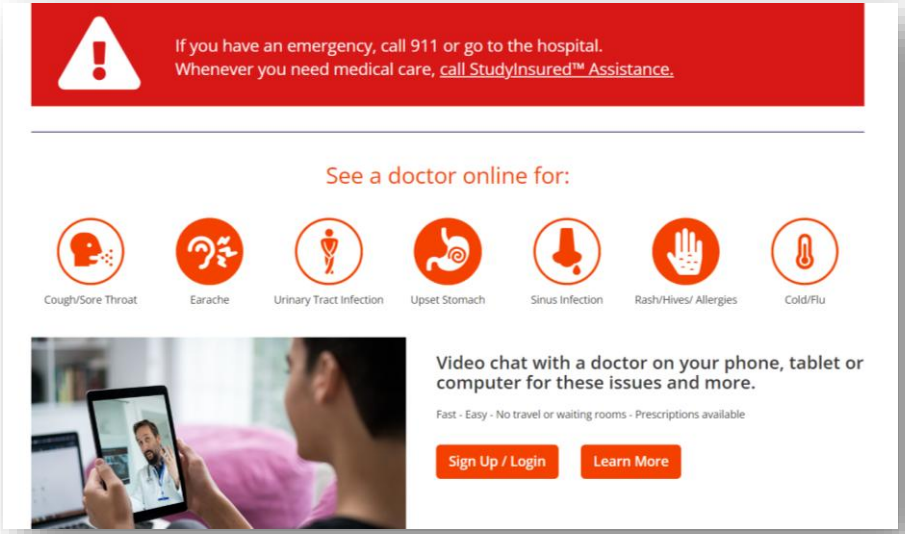
- ✓ Download **policy wordings, claim forms, and summary of benefits** (in multiple languages)
- ✓ **Access the member portal** to submit claims
- ✓ Simple **guides** and other resources
- ✓ **Link to buy insurance** for family, friends, super visas, etc.



www.studyinsured.com/TDSB

Student insurance website:

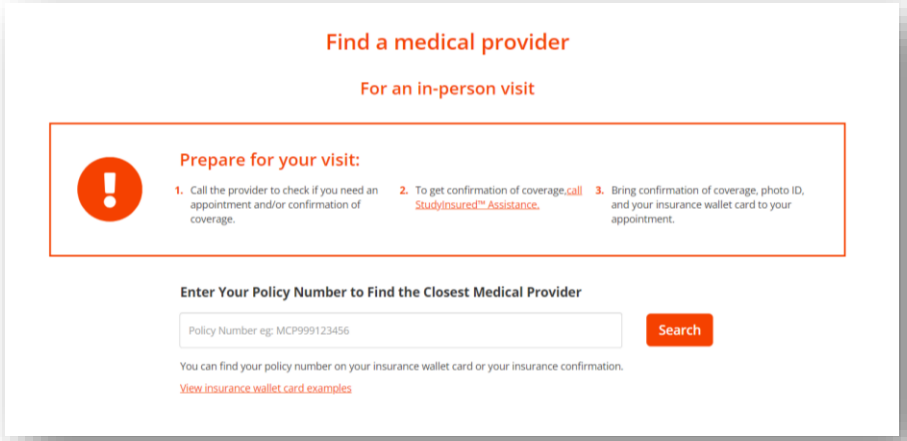
Seeing a doctor online



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



www.studyinsured.com/TDSB

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

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

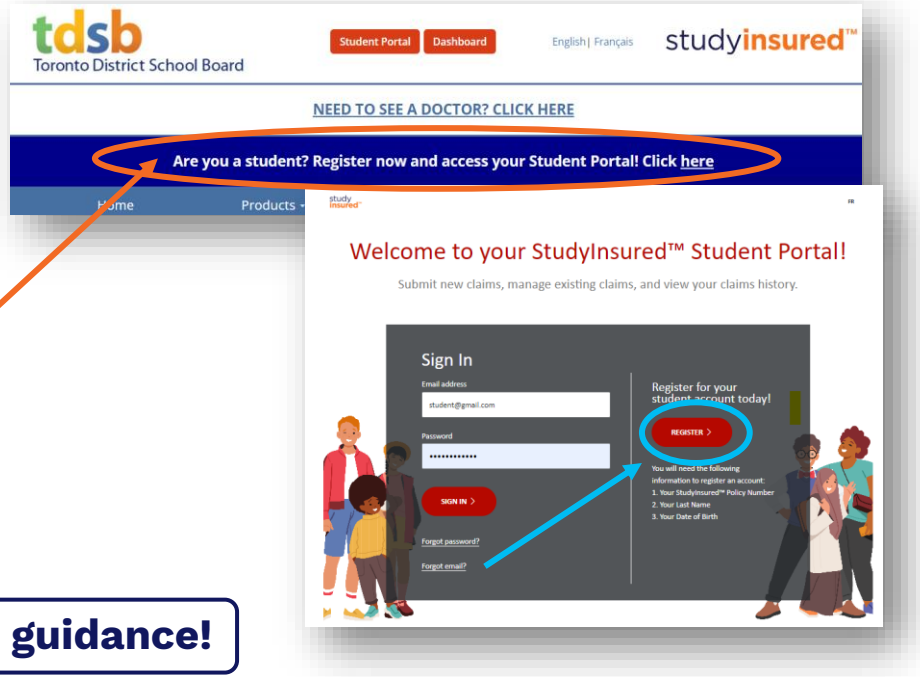
studentclaims@studyinsured.com

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

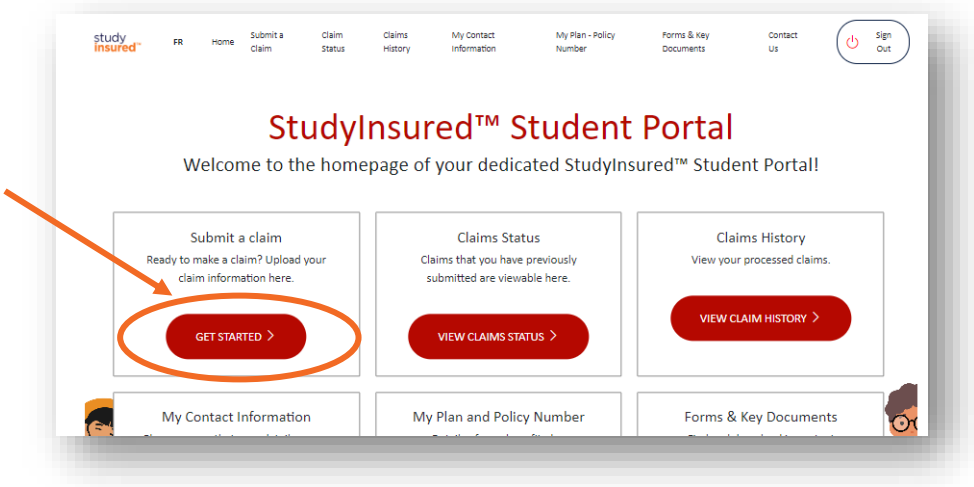


Questions? Call 1.866.883.9787 for guidance!

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



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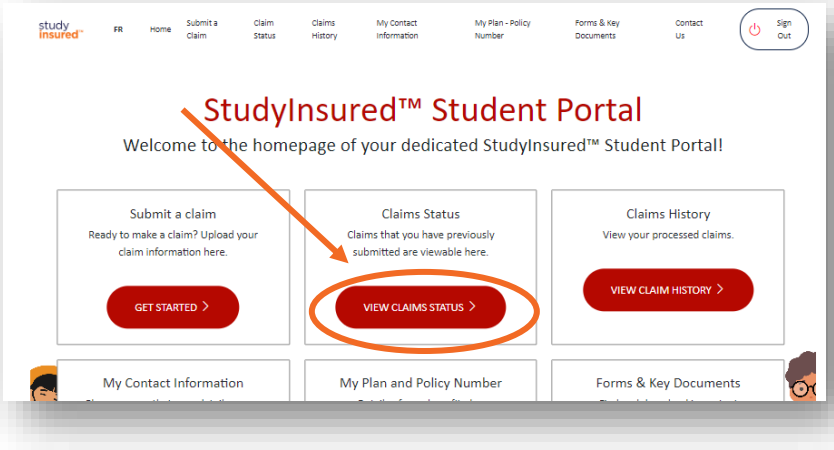
Step 3 – Check the status of your claim at any time.

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



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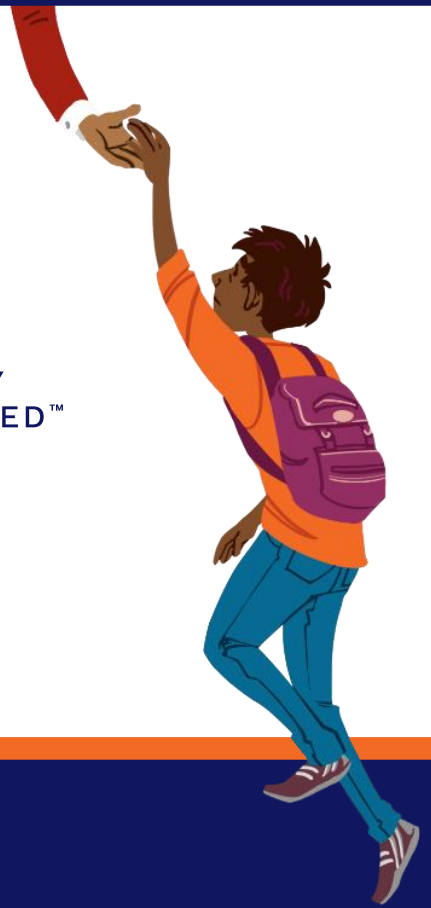
stay healthy at school

POWERED BY STUDYINSURED™

YOUR STAY HEALTHY AT SCHOOL PROGRAM



studyinsured™

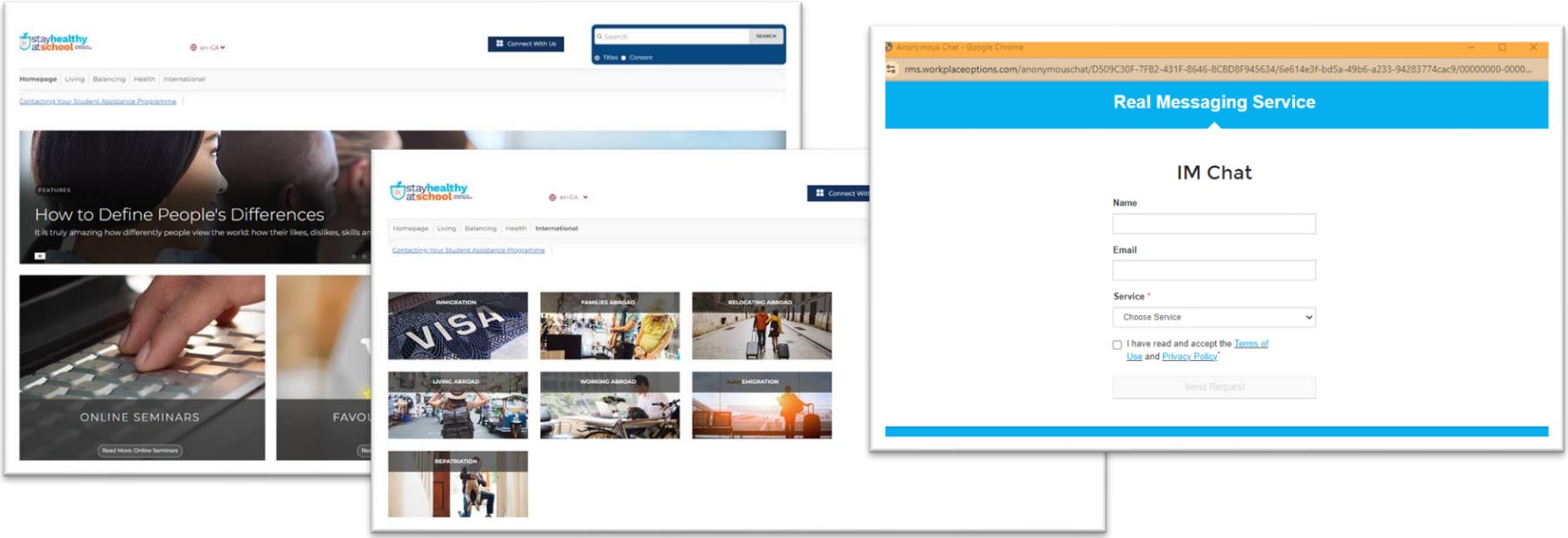
CONFIDENTIAL, VOLUNTARY, AND ACCESSIBLE

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**

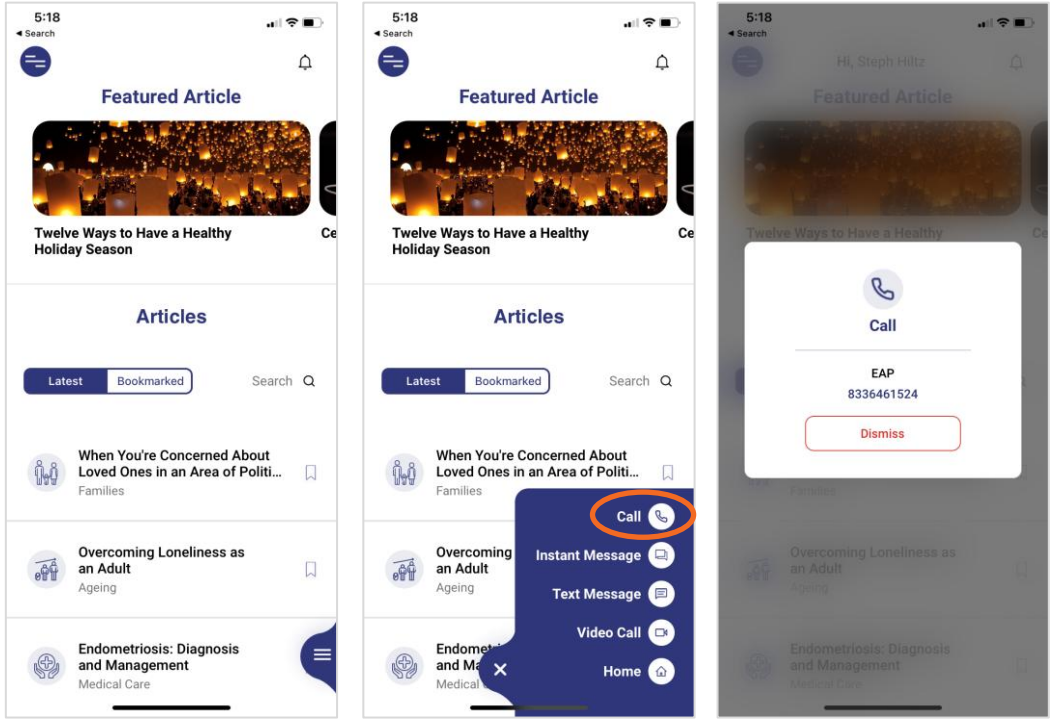
Online Access

- ca.helpwhereyouare.com
- **Company code: SHAS**



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!