

FAQ: COVID-19 AND THE STUDENT HEALTH PLAN

GENERAL INFORMATION

What is COVID-19 and what is the current status of the outbreak?

COVID-19 is a new virus that was first detected in Wuhan, China in late 2019 and has now spread to a number of countries, including Canada. For a more detailed explanation and the most up-to-date information on the spread of the virus, see the Government of Canada's [outbreak update page](#).

What are the symptoms of COVID-19 and preventive measures I can take against it?

For information on symptoms and preventive measures, see the [resources](#) provided by the Government of Canada.

In partnership with Dialogue, a virtual platform that provides progressive health care online and via your mobile phone, Studentcare is also pleased to announce access to *Chloe by Dialogue*.

We encourage all Plan members to [consult Chloe](#), a free, automated online medical assistance tool created by Dialogue to provide the latest public health-care information to help prevent COVID-19 infection.

What coverage does my student Plan provide for preventive measures or treatment of COVID-19 in my province of residence in Canada?

While there are some [recommended preventive measures](#) you can take against COVID-19, extended health plans like your student Plan do not currently offer coverage for preventive steps.

Should you contract the virus and require medical care in your province of residence in Canada, in most cases coverage for such expenses would fall under your provincial or other primary health-care plan rather than your student Plan.

What are some other additional recommended sources of information?

- [Government of Canada](#)
- [World Health Organization](#)
- [Global Affairs Canada](#)

You can also contact your institution's Health Services and monitor their social media channels and website for information that applies specifically to your campus.

Please note that the following Health and Travel Plan information constitutes a summary. In the event of any discrepancy between this document and the master policy, the master policy prevails.

EXTENDED HEALTH PLAN INFORMATION

Does the Health Plan provide coverage for virtual alternatives to in-person visits to health practitioners?

Your Health Plan insurer regularly accepts claims for virtual visits to the following practitioners, **as long as the category of practitioner is covered by your Plan:**

- Dietitian services
- Psychology services
- Social worker services
- Speech therapy

Virtual services delivered by Skype or video from the following additional practitioners, **when covered by the Plan**, are also now temporarily being accepted due to the pandemic:

- Chiropractor services
- Naturopath services
- Occupational therapy
- Physiotherapy

Note that the practitioner must be in Canada in order for the claim to be eligible.

Please verify your Plan benefits at www.studentcare.ca and call Green Shield Canada at 1-888-711-1119 to confirm that your practitioner is covered.

TRAVEL PLAN INFORMATION

Covered by the Travel Plan?

Bring your student Plan's [Travel Health Passport](#) with you when travelling.

What emergency medical coverage does my Plan provide while I am travelling?

Your travel policy provides coverage for emergency medical benefits; however, it does not provide coverage for travel to destinations for which the Canadian government has issued a travel advisory.

As a result, if a Level 3 or Level 4 travel advisory is issued for a country, region (including cruise ships), or city **before you depart** for that destination, you will not be covered for any claims related to COVID-19. If the advisory is issued only after you have departed, you will be covered.

On March 13, 2020, the Canadian government issued a level 3 travel advisory for all travel outside Canada that applies to all trips departing after March 13, 2020.

Be sure to review the information in your Plan's [travel documentation](#) for details and exclusions and check the Government of Canada's [travel advice and advisories](#).

