

## **NEW 8-DIGIT STUDENT ID NUMBER!**

On January 26, 2015, Concordia University introduced a new Student Information System (SIS) that will improve many online services for students.

This improved system, however, requires an 8-digit student identification number – a change from the 7-digit ID number students were using in past years.

To prepare for this change, all new ID cards issued as of August 2014 had the new 8-digit number sequence. Students who received these cards were asked to drop the leading “2” if they were new students during Fall 2014 in cases where manual number entry was needed.

## **HOW DOES THIS IMPACT HEALTH & DENTAL PLAN MEMBERS?**

Desjardins Financial Security (DSF), your insurance company for your health and dental benefits, and Blue Cross, your travel benefits administrator, have been working hard to ensure that their systems are compatible with the new 8-digit sequences now used at Concordia.

**To ensure a smooth transition, please refer to the chart at the end of this document for a detailed summary of instructions to follow depending on the type of student ID card you were given.**

## **FOR STUDENTS WITH 7-DIGIT STUDENT ID CARDS**

### **Health & Dental Claims**

This affects paper claims, Pay-Direct claims, and online claims made through the ihaveaplan.ca mobile app.

#### **Before and on March 9, 2015**

Continue using your 7-digit ID number for health and dental claims, preceded by two zeros to create the 9-digit number required by DSF for health and dental claims.

#### **As of March 10, 2015**

As of March 10, 2015, you will need to add a “2” at the beginning of your student ID, and precede the entire number sequence by a zero to create the 9-digit number required by DSF for health and dental claims.

Be sure to update the student ID field on your Pay-Direct Card and ihaveaplan.ca mobile app profile on March 10, 2015 for seamless health and dental claims processing.

### **Travel Claims**

#### **Before and on February 13, 2015**

Continue using your 7-digit ID number for travel claims.

#### **As of February 14, 2015 (approximately)**

As of February 14, 2015 (approximately), you will need to add a “2” at the beginning of your student ID to create your 8-digit number.

## FOR STUDENTS WITH 8-DIGIT STUDENT ID CARDS

### Health & Dental Claims

This affects paper claims, Pay-Direct claims, and online claims made through the ihaveaplan.ca mobile app.

#### **Before and on March 9, 2015**

Drop the “2” at the beginning, and precede your 7-digit student ID with two zeros to create the 9-digit ID number required by DSF for health and dental claims.

#### **As of March 10, 2015**

As of March 10, 2015, you can use all 8 digits as required and add a “0” in front of your ID to create the 9-digit ID number required by DSF for health and dental claims.

Be sure to update the student ID field on your Pay-Direct Card and ihaveaplan.ca mobile app profile on March 10, 2015 for seamless health and dental claims processing.

### Travel Claims

#### **Before and on February 13, 2015**

Drop the “2” at the beginning to create your 7-digit ID number for travel claims.

#### **As of February 14, 2015 (approximately)**

As of February 14, 2015 (approximately), use all 8 digits as required for travel claims.

**SUMMARY**

**HEALTH AND DENTAL CLAIMS (DESJARDINS FINANCIAL SECURITY)**

	Health and dental claims incurred on or before March 9, 2015	Health and dental claims incurred after March 9, 2015
<b>INSURANCE NUMBER DIGIT REQUIREMENT</b>	<b>9</b>	<b>9</b>
Students with 7-digit student IDs	<b>00</b> XXXXXXX (00 + 7-digit student ID)	<b>02</b> XXXXXXX (02 + 7-digit student ID)
Students with 8-digit student IDs	<b>00 2</b> XXXXXXX (00 + 8-digit student ID, minus leading "2")	<b>0 2</b> XXXXXXX (0 + 8-digit student ID, including leading "2")

**TRAVEL CLAIMS (BLUE CROSS)**

	Travel claims incurred on or before February 13, 2015	Travel claims incurred after February 13, 2015
<b>INSURANCE NUMBER DIGIT REQUIREMENT</b>	<b>7</b>	<b>8</b>
Students with 7-digit student IDs	XXXXXXX (7-digit student ID)	<b>2</b> XXXXXXX (7-digit student ID, preceded by leading "2")
Students with 8-digit student IDs	<b>2</b> XXXXXXX (8-digit student ID, minus leading "2")	2XXXXXXX (8-digit student ID, including leading "2")