

UTSU HEALTH & DENTAL PLAN: INSURER TRANSITION FAQ



UNIVERSITY OF TORONTO
STUDENTS' UNION

FALL 2021

1. WHAT IS THE UTSU HEALTH & DENTAL PLAN?

The University of Toronto Students' Union (UTSU) partners with Studentcare to provide students with extended health and dental coverage. Your Plan is designed specifically for students to help cover the expenses and services not covered by provincial health care.

2. HAS THE PLAN INSURER CHANGED?

Yes! The insurer switched from Desjardins Insurance to Green Shield Canada as of Sept. 1, 2021.

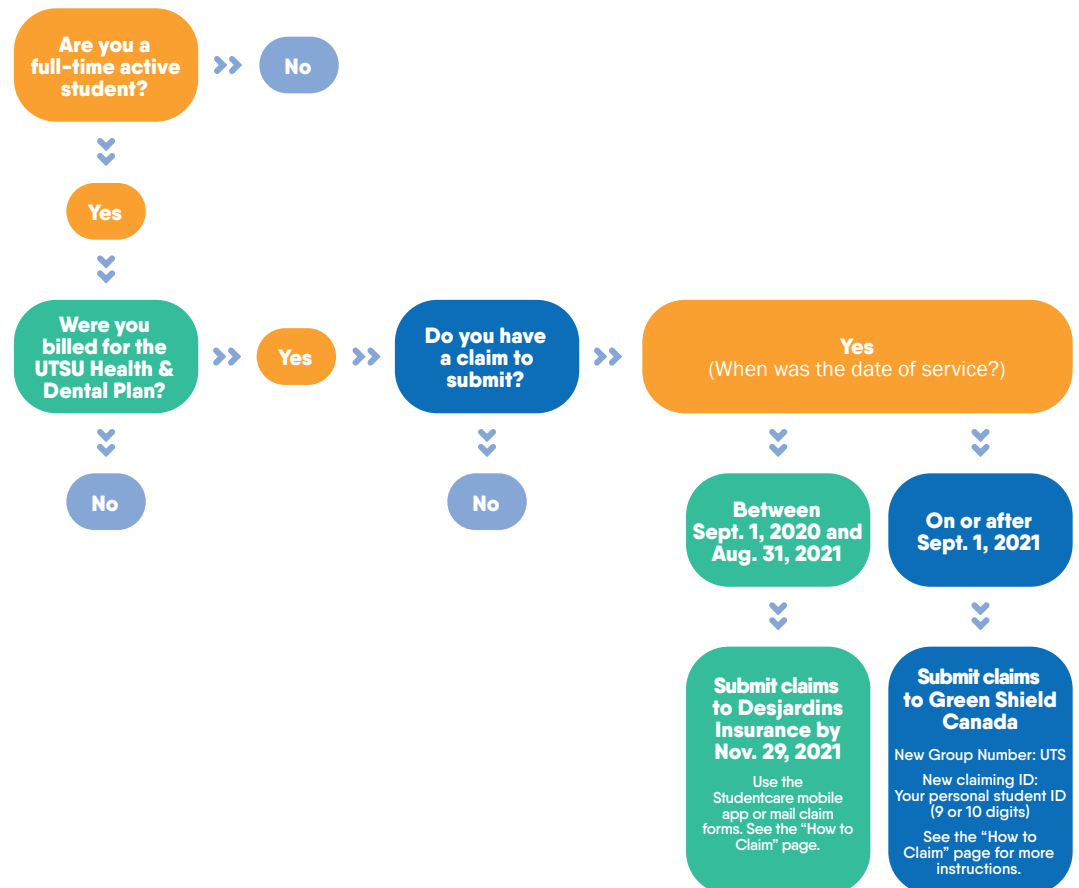
3. WHAT IS THE NEW POLICY INFORMATION FOR THE NEW INSURER?

- Insurer: Green Shield Canada
- Group Number: UTS
- Certificate Number: Your student ID number (9 or 10 digits)
- This came into effect starting Sept. 1, 2021, for 2021-2022 policy year claims moving forward.

4. HOW DO I SUBMIT CLAIMS?

- Deadline to submit your 2020-2021 claims to Desjardins Insurance (through the Studentcare mobile app or paper claim forms): **Nov. 29, 2021**
- For any eligible services rendered during the 2020-2021 policy year (between Sept. 1, 2020 and Aug. 31, 2021), students covered by the Plan have until the Nov. 29, 2021 deadline to submit their health, dental, and vision claims to Desjardins Insurance.
- For services rendered on or after Sept. 1, 2021, submit claims to the new insurer, Green Shield Canada.

See the guide
here for help
on where to go:



5. ARE PLAN BENEFITS CHANGING?

No, benefits are staying the same. Students also have access to telemedicine services through Virtual Health Care (provided by Dialogue) as of Sept. 1, 2021, and to mental health services through Empower Me as of May 1, 2021.

6. WHAT'S NEW THIS YEAR?

- Empower Me (as of May 1, 2021): A confidential support service available 24/7 to provide well-being resources to students.
- Virtual Health Care, provided by Dialogue (as of Sept. 1, 2021): Students can connect with nurses and physicians via a mobile or web app from anywhere in Canada.
- Travel coverage (as of Sept. 1, 2020): Travel benefits have been enhanced to include eligible COVID-19-related emergency medical expenses for travelers under the age of 50, even with certain travel advisories in place.

Visit the appropriate sections on the website for eligibility details and more information.

7. WHOM CAN I CALL FOR HELP?

- For questions about eligibility and Change-of-Coverage dates, or for claims for services incurred before Sept. 1, 2021, contact Studentcare's Care Centre: 647-249-0430 (Monday - Friday, 9 am to 5 pm ET)
- For questions about claims and their status for services incurred on or after Sept. 1, 2021, contact Green Shield Canada: 1-888-711-1119

8. IS THERE A NEW PAY-DIRECT CARD?

Yes! As of Sept. 1, 2021, a new Green Shield Canada Pay-Direct Card is available to download and use. When visiting eligible pharmacies/practitioners, this card is the best way to have your claim processed immediately, so you don't have to pay the full amount up front and wait to be reimbursed after submitting a claim later. [Grab yours here.](#)

