

# UNIVERSITY OF ALBERTA SU HEALTH & DENTAL PLAN: INSURER TRANSITION FAQ FALL 2022

---



## 1. WHAT IS THE SU HEALTH & DENTAL PLAN?

The University of Alberta Students' Union (SU) 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 for health, dental, and vision benefits switched from Desjardins Insurance to Green Shield Canada as of Sept. 1, 2022.

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

- Insurer: Green Shield Canada
- Group Number/Code: ASU
- New Claiming ID: Use your personal student ID (7 digits)

This came into effect starting Sept. 1, 2022, for 2022-2023 policy year claims moving forward.

## 4. HOW DO I SUBMIT HEALTH, DENTAL, AND VISION CLAIMS?

If you're submitting 2021-2022 claims for services incurred before Sept. 1, 2022, send them to the previous Plan insurer, **Desjardins Insurance**:

- Find instructions and claim forms under "How to Claim" at [www.studentcare.ca](http://www.studentcare.ca).
- All claims must be received by Desjardins Insurance by Nov. 29, 2022.
- Note the Studentcare mobile app will no longer be available as of Sept. 1, 2022.

If you're submitting 2022-2023 claims for services incurred on or after Sept. 1, 2022, send them to the new Plan insurer, **Green Shield Canada**, through:

- Green Shield Canada's online services
- Green Shield Canada's mobile app, GSC everywhere
- Paper claim forms (by mail)

Forms and mailing addresses are available at [www.studentcare.ca](http://www.studentcare.ca).

## 5. ARE PLAN BENEFITS CHANGING?

No, benefits are staying the same.

## 6. WHERE CAN I GO FOR HELP?

Visit the Studentcare Assistance Centre ([www.studentcare.ca](http://www.studentcare.ca)) if you have any questions about your Plan.

## 7. IS THERE A NEW PAY-DIRECT CARD?

Yes! As of Sept. 1, 2022, 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.](#)