

# FAQ: COVID-19 AND THE STUDENT HEALTH PLAN

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## GENERAL INFORMATION

### What is the current status of the virus?

For 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.

### 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 is currently accepting claims for virtual paramedical services for appointments that do not require in-person therapies. The same coverage for virtual as for non-virtual services applies for the following practitioners, **as long as the category of practitioner is covered by your Plan:**

- Physiotherapists
- Psychologists
- Social workers
- Psychotherapists
- Naturopaths
- Registered dietitians
- Occupational therapists
- Speech therapists
- Audiologists

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](http://www.studentcare.ca) to confirm which of the practitioners above are covered.

## TRAVEL PLAN INFORMATION

We understand that Plan members may be facing challenges with limited travel options if they are outside of Canada and looking to return. Unfortunately, staying abroad and not taking available measures to return may impact your ongoing Plan coverage and increase the risk of experiencing difficulties with health-care access or repatriation to Canada in case of a medical emergency.

### Covered by the Travel Plan?

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

### What coverage does my Plan provide while I am travelling if I leave Canada?

Sun Life will continue to cover Plan members on their trips for up to 150 days, as outlined in the policy.

Please note that any expenses related to a quarantine, even if mandated by a doctor or medical professional, are **not covered** unless you show symptoms of or have tested positive for COVID-19.

If you plan to travel, be sure to review your travel policy's [Detailed Explanation of Coverage](#) for exclusions and restrictions and check the Government of Canada's [travel advice and advisories](#).

**What should I do if I become ill while travelling?**

Contact your travel provider at the number listed on your Plan's [Medi-Passport](#) as soon as you develop symptoms.

**Please check back often, as we will continue to update this FAQ as the situation evolves.**