

# CSI HEALTH & DENTAL PLAN: INSURER TRANSITION FAQ



FALL 2023

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## 1. IS THE PLAN INSURER CHANGING?

**Yes! The CSI Plan has a new insurer as of Sept. 1, 2023: Securian Canada**

Service from the previous insurer, Sun Life, ended on Aug. 31, 2023.

You'll still have access to health, dental, vision, and travel Plan benefits with your new insurer.

## 2. WHAT IS THE NEW POLICY INFORMATION FOR THE NEW INSURER, TAKING EFFECT SEPT. 1, 2023?

- Insurer: Securian Canada
- New Group Number/Prefix: CSS
- Member ID: CSS + your 7-digit student ID (e.g. CSS1234567)

**This comes into effect starting Sept. 1, 2023**, for all claims for the 2023-2024 policy year.

## 3. WHAT DETAILS DO I NEED TO GIVE TO MY ELIGIBLE PHARMACY, CLINIC, OR PROVIDER IN ORDER TO SUBMIT PAY-DIRECT CLAIMS?

As of Sept. 1, submit Pay-Direct claims to the new Plan insurer, **Securian Canada**, by using your:

- New Group Number/Prefix: CSS
- New Pay-Direct Member ID claim format: CSS + your 7-digit student ID + 00 (e.g. CSS123456700)
- New Pay-Direct system provider: GreenShield system

Make sure to update this information at your pharmacy and/or eligible provider clinics (e.g. dental offices) for Sept. 1, 2023.

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

**Yes! As of Sept. 1, 2023, a new Pay-Direct Card will be available to download and use.** Access your new card on the:

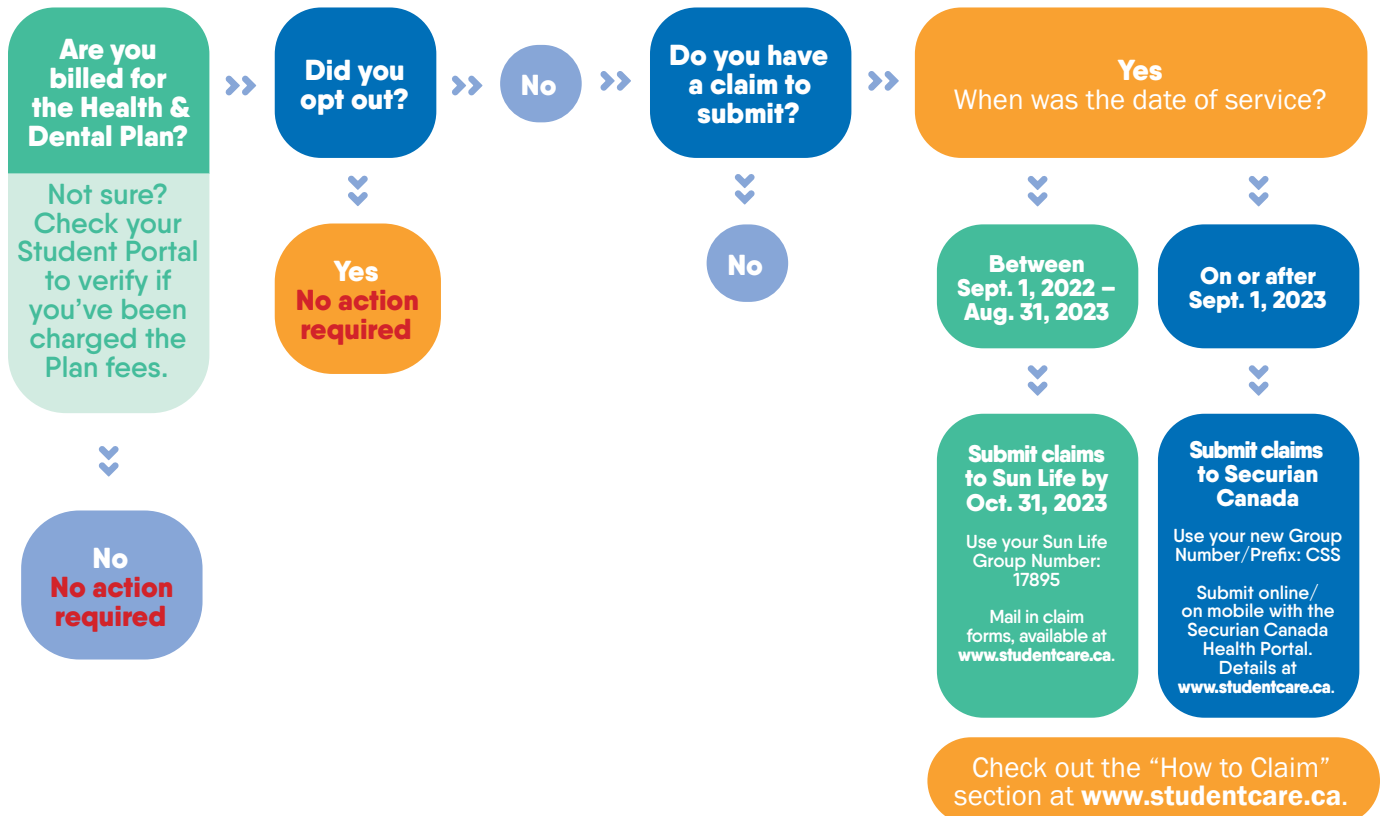
- [Securian Canada web portal – register here](#)
- Securian Canada Student Health Portal app – available on the [Apple Store](#) and [Google Play](#)
- [Studentcare website – get it here](#)

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.



## 5. HOW DO I SUBMIT CLAIMS NOW?

See the guide below for help on where to go:



### Have claims for the NEW policy year, from ON OR AFTER Sept. 1, 2023?

#### Submit them to the new Plan insurer, Securian Canada.

Register on the \*NEW\* Securian Canada web/mobile platform, which allows you to easily file claims on the go:

- [Securian Canada web portal](#) – register here
- Securian Canada Student Health Portal app – available on the [Apple Store](#) and [Google Play](#)

Claim forms and complete instructions are also available under the “How to Claim” section at [www.studentcare.ca](http://www.studentcare.ca).

### Still have claims for the PREVIOUS 2022-2023 policy year, from ON OR BEFORE Aug. 31, 2023?

#### Submit them to the previous Plan insurer, Sun Life.

- Fill out a claim form: find fillable forms and instructions at [www.studentcare.ca](http://www.studentcare.ca) under “How to Claim.”
- Continue to submit claims with your Sun Life Group Number (17895) and claiming ID to Sun Life, by mailing in claim forms and any required receipts or dropping them off at the Conestoga Students Wellness Office - Doon (Recreation Centre Building - Room RC173).

**Important Note:** The Studentcare mobile app will no longer be available as of Sept. 1. Please make sure to save any important information (e.g. sent claims history) currently stored there, as you'll no longer be able to access it on the app. See [www.studentcare.ca](http://www.studentcare.ca) for details.

## 6. WHERE CAN I GO FOR HELP?

### CLAIM INQUIRIES

For questions about claims and their status (for services incurred on or after Sept. 1), contact Securian Canada: 1-866-969-5949.

### OTHER QUESTIONS

For questions about eligibility, benefits, and coverage changes, or for claims for services incurred before Sept. 1, 2023, contact Studentcare's Care Centre through the [Assistance Centre](#) at [www.studentcare.ca](http://www.studentcare.ca).