

SRC HEALTH & DENTAL PLAN: INSURER TRANSITION FAQ



FALL 2023

1. WHAT IS THE SRC HEALTH & DENTAL PLAN?

The SRC 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. IS THE PLAN INSURER CHANGING?

Yes! The insurer is switching from Desjardins Insurance to **GreenShield** as of Sept. 1, 2023.

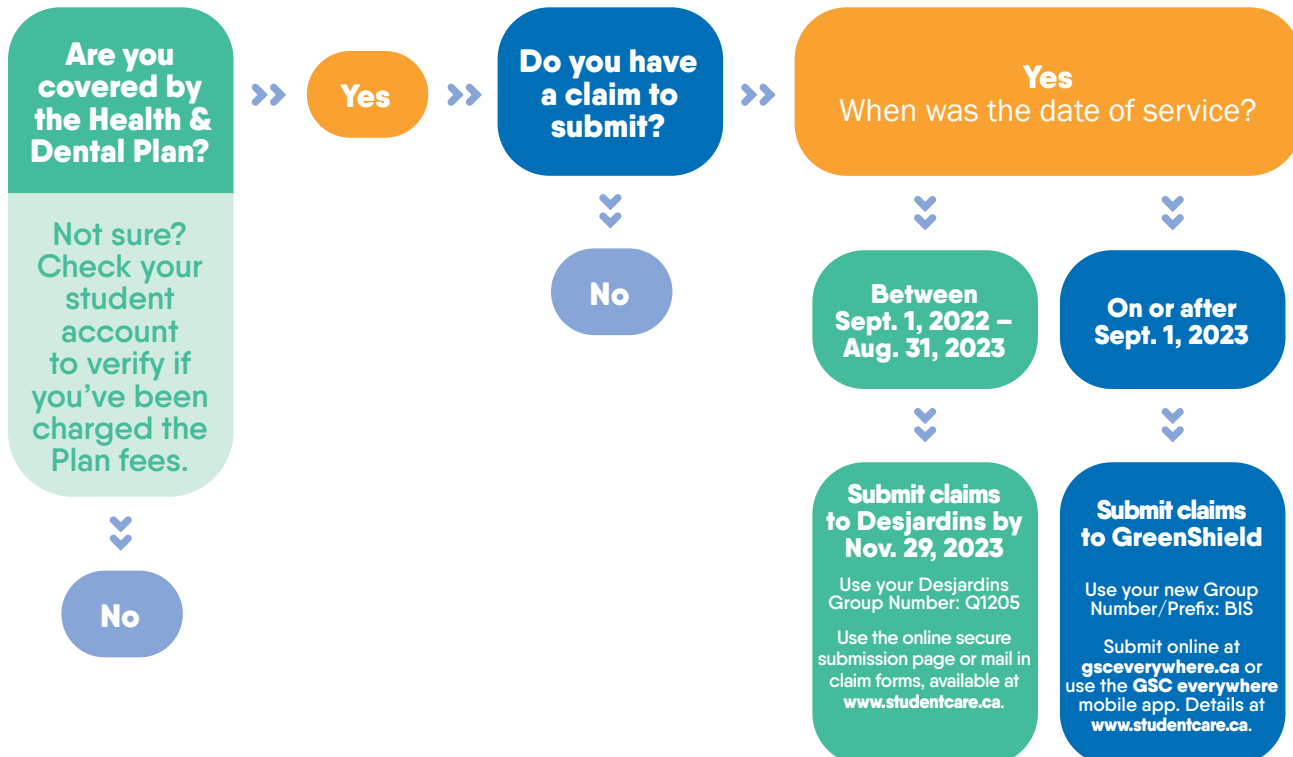
3. WHAT IS THE NEW POLICY INFORMATION FOR THE NEW INSURER?

- Insurer: GreenShield
 - Group Number/Prefix: BIS
 - Member ID: BIS + 9-digit student ID number + 2-digit dependent code
 - Dependent code = 00 for the member (i.e. the student), 01 for the member's spouse (21, 31, etc. for subsequent spouses), and 02-20 for dependent children (oldest is 02, second oldest is 03, and so on).
- These changes come into effect starting Sept. 1, 2023, for 2023-2024 policy year claims moving forward.

4. HOW DO I SUBMIT CLAIMS?

- Deadline to submit your 2022-2023 claims to Desjardins Insurance (using Desjardins' [secure submission page](#) or by mailing in claim forms): **Nov. 29, 2023**
- For any eligible services rendered between Sept. 1, 2022 and Aug. 31, 2023, Desjardins Insurance must receive your health, dental, and vision claims by the Nov. 29 deadline.
- For services rendered on or after Sept. 1, 2023, submit claims to the new insurer, GreenShield.

See the guide here for help on where to go:



5. IS THERE A NEW PAY-DIRECT CARD?

Yes! As of Sept. 1, 2023, start using your new GreenShield Pay-Direct Card at pharmacies/practitioner offices that offer the Pay-Direct service. You can [download the new card at **www.studentcare.ca**](http://www.studentcare.ca) at the beginning of September.

When visiting eligible 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.

6. WHERE CAN I GO FOR HELP?

Contact your Plan administrator, Studentcare, through the [Assistance Centre at **www.studentcare.ca**](http://www.studentcare.ca).

