

CNC International Student Process for Emergency Assistance - myCanadaPlan

International Student Process when seeking emergency medical assistance under myCanadaPlan, iA

****If a student needs immediate medical attention, please advise them to call 911 immediately.***

Student member Contact Number for **iA Assist** Emergency Line is: **1-866-883-9485**

Student members are asked to Dial: **1-866-883-9485** before seeking medical care (available 24 hours a day, 7 days a week); Note: an **iA Assist** Representative will open a case number and refer them to a clinic based on their individual situation and proximity. This number is also on their wallet card received with confirmation email upon enrolment.

Student members are to always keep their **Wallet Card** for International Emergency Insurance on them. ***It shows their Name, Policy Number and ID required for verification on the call and at a hospital or clinic, including emergency numbers.***

Important Reminders:

- ❖ For all inquiries, the CNC Student Benefit Plan office is available for all inquiries related to their International Emergency Insurance plan and can be emailed to: cncinternational@mystudentplan.ca.
- ❖ For situations that require further assistance with iA Assist, whether obtaining access to a clinic or claims assistance should be directed to cncinternational@mystudentplan.ca or claimsia@iaassist.com for resolution.
- ❖ Please visit <https://www.mystudentplan.ca/cnc/en/making-a-claim> for a complete list of approved direct billing provider networks.