

International Students – Submitting a Claim under myCanadaPlan, iA

1. Download a Claim form from

- <https://www.mystudentplan.ca/cnc/makingaclaim>
- Complete the form electronically or print and fill out each section
- Fill out all required fields
- Once complete, print completed form, Sign and Date in Pen (all claim forms must be signed and dated to be processed)

2. Gather your information related to your medical visit

- Collect all medical reports, documents, ER Tests, Referrals, follow up required; Confirmation of Receipt(s); anything that you received during your appointment
- Make a clear photocopy of your documents and scan (keep your originals)

3. Submitting the Claim:

- Submitting a claim form when Claimsia@iaassist.com has requested that you complete one following a direct billing submitted on your behalf; or
- Submitting a claim form when you have paid out of pocket for your medical visit
- Once your form is completed and applicable documents copied, choose one of the following options to send:
- Email: **claimsia@iaassist.com**

4. Follow up Status:

- Check your email for follow up documentation from **claimsia@iaassist.com** that may be required by the Claims Department to process your claim. They will explain to you exactly what is missing from your submission.
- Provide any requested information as soon as possible.
- **Call 1.866-883-9485** if you have any questions about your claim or to clarify what else is needed
Follow up email: **claimsia@iaassist.com**
- If your claim is denied, an explanation about the exclusion(s) will be provided by email.

Tip* Before leaving the clinic, or medical visit request a copy of your medical records, tests, referrals, follow up or doctors notes that were applicable. This will help in processing your claim, otherwise Studyinsured/ Insurer will have to request you to complete an authorization form signed by you to obtain your medical records to process your claim.

