

## Understanding your coverage is always an excellent choice to stay healthy while studying.

For all plan details, go to: <http://www.mystudentplan.ca/norquest>

Health Benefits Effective September 1, 2024	Coverage	
Prescription Drug	100%	Maximum of \$1,500 per benefit year. Preventative Vaccines to a maximum of \$100 per benefit year. <b>Based on the National Formulary with a generic rider.</b>
	80%	Smoking Cessation products legally requiring a prescription \$500 per lifetime.
Vision Care	100%	Limit of \$65 for eye exam every 24 months. \$150 every 24 months for eye glasses or contact lenses.
Paramedical Practitioners	100%	Maximum of \$500 total per year, per practitioner below. Eligible treatment fees are based on reasonable and customary amounts.* <b>Practitioners:</b> Registered Massage Therapist, Physiotherapist or Athletic Therapy, Chiropractor, Naturopath, Acupuncture, Speech Language Pathologist.* <b>More information on what is reasonable and customary is available at <a href="http://mystudentplan.ca/norquest">mystudentplan.ca/norquest</a> in the FAQ section.</b>
Mental Health Practitioners	100%	Combined annual maximum for eligible practitioners of \$500. Visit the plan website for a complete list of eligible therapist types.
Dental Accident	100%	Maximum of \$1,000 per accident. <b>Services must be performed within 12 months of accident. Pre-authorization required.</b>
Ambulance	100%	Maximum of \$250 per occurrence.
Medical Equipment & Supplies	100%	Including but not limited to: crutches, wheelchair, hospital-type bed, prosthetics, rigid and semi-rigid braces. Custom-fitted orthopedic shoes limited to \$150 per benefit year. Items solely for athletic use are not covered. <b>Prescription &amp; pre-authorization may be required.</b>
Emergency Travel Assistance	100%	Travel Insurance by ALG, maximum of \$5,000,000 per benefit year.
Other Insurances & Services	-	Accidental Death & Dismemberment, Tuition, Tutorial, mywellness.

**Dental Benefits** Ask your dentist to submit a pre-authorization prior to specialist services and any dental treatment plan exceeding \$500. **Dental Benefits & annual maximum effective September 1, 2024.**

### Annual Maximum - \$750 per benefit year

Diagnostic & Preventative	80%	Limited to once per benefit year. Scaling limited to 2 units, polishing limited to 1 unit.
Minor Restorative	70%	Fillings.
Extractions	50%	Limited to 2 wisdom teeth per benefit year.
Endodontic & Periodontic	50%	5 additional units of scaling/root planing per benefit year.

The Student Benefits Plan covers supplementary health and dental services and additional benefits not covered by Provincial Health Care and Medical Travel Insurance. In the event of any discrepancy between the information herein and our contract with the insurer, the terms of the contract will apply. All benefits payable through the student plan are based on reasonable and customary charges.

## Enrollment Confirmation

All domestic and international students who meet the eligibility criteria are automatically enrolled in the Student Benefits Plan and do not need to apply for coverage.

Review your student account statement and search for the health and dental insurance fees to confirm you are covered by the Student Benefits Plan.

Still unsure if you are enrolled and have coverage? Contact the Benefits Plan Office if you want to know more about your Student Benefits Plan.

## Validation Period

There is a 45 day validation period for new enrollments from the start of the term. During this time, you pay out of pocket for all eligible expenses and keep the receipts to submit your claims when the validation period ends.

## How To Use Your Student Benefits Plan

- Confirm enrollment.
- Know your benefits.
- Register your account in mystudentplan Benefits App.
- Update your profile with your address and banking details and download your benefit card.
- Submit claims online to get reimbursed for eligible expenses if your service provider is not set up for direct billing.

## Online Applications

- Opt-out
- Re-enroll/Opt In
- Family Coverage

## DEADLINES APPLY

Submit online applications before applicable deadlines. **No exceptions will be made if the deadline is missed.** All terms and conditions for applications can be found with the online form.

## mystudentplan Benefits App

Register and manage your benefits via a web browser or on the mobile app!

- ✓ Set up direct deposit and provide your complete address.
- ✓ Download your benefits card for direct billing.
- ✓ View your coverage details.
- ✓ Verify if your prescriptions are covered.
- ✓ Check plan usage and remaining balances.
- ✓ Track the status and history of your claims.
- ✓ Learn about additional insurance options.
- ✓ Stay informed about events, changes or news.

*The mystudentplan Benefits App is a service of People Corporation and powered by Telus Adjudicare.*

## Coordinating Multiple Plans

If you are eligible on the Student Benefits Plan and are covered by another benefits plan under your parents, spouse, government, job, or band, you can make these plans work together to obtain up to 100% coverage.

## Mental Health & Wellness Program

mywellness provides students with specific tools, resources and support to achieve the student life and mental health balance. Visit [www.mywellnessplan.ca](http://www.mywellnessplan.ca) for more information.



## [mystudentplan.ca/norquest](http://mystudentplan.ca/norquest)

You are invited to explore our website to learn more about your benefits, deadlines, enrollment, claims, applications, savings and more.

## For More Information

### Benefits Plan Office

SANQC Room 1-114  
Phone **780.644.6250**  
[students.association@norquest.ca](mailto:students.association@norquest.ca)

### Policy Information

**Policy No: 159908**  
Carrier: People Corporation / Telus Adjudicare  
Carrier Number: 34  
Certificate No: Your Student ID  
Plan Name: Students' Association of NorQuest College

### Claims Contact Centre

Phone: **1.866.586.1010**  
[claims@mystudentplan.ca](mailto:claims@mystudentplan.ca)

### Travel Insurance provided by AIG Insurance

**Policy No: SRG 9429075**  
In event of travel emergency call: **1.819.566.3940**

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Revised: **September 1, 2024**