

# CIHIP Contact Guide



International students are eligible for 2 health plans that cover:

## 1. Basic medical services (in place of Canadian provincial health care)

used for physician, nurse practitioner, lab, diagnostic, and hospital services



**College International Health Insurance Plan (CIHIP)**  
Group Number: 017896  
[www.cihip.ca](http://www.cihip.ca)

## 2. Extended health and dental services

used for prescription drugs and paramedical health practitioners, e.g. massage therapists and naturopaths



### CMCC-SC or NSA Health & Dental Plan

Enter your institution name in the drop-down menu at [www.studentcare.ca](http://www.studentcare.ca) to find your student association and policy details.

**Group Number: CCM** (Canadian Memorial Chiropractic College - CMCC-SC)

**Group Number: NSA** (Canadian College of Naturopathic Medicine - NSA)



## Questions about CIHIP?

### Contact the administrator, Studentcare, if your question is on:

- Eligibility
- Early or late arrival
- Enrolling your dependants
- CIHIP premiums
- Updating your name, date of birth, email, or address
- Your coverage card (not available until after 6 weeks after coverage begins)

### When do you get your coverage card?

Cards are emailed to your college email address after 6 weeks from your coverage start date. Always carry a printed copy of your coverage card. If you need a replacement, see [www.cihip.ca/coverage/card](http://www.cihip.ca/coverage/card).

When contacting Studentcare, you'll be asked to confirm your CIHIP member ID or student number.

Call us: **Toll-free 1-844-418-0511** & option 2, or visit: [www.cihip.ca/contact-us](http://www.cihip.ca/contact-us)

### Contact the insurer, Securian Canada, if your question is on:

- CIHIP coverage
- A specific claim
- Help registering for [www.international.securiancanada.ca](http://www.international.securiancanada.ca)

Have your Group Number and Member ID available when you call.

Call us: **Toll-free 1-844-418-0511** & option 1  
Monday – Friday, 8:00 am - 8:00 pm (ET)  
Visit [www.international.securiancanada.ca](http://www.international.securiancanada.ca)



### How to submit a claim for CIHIP

Submit claims online at [www.cihip.ca/claim](http://www.cihip.ca/claim)



### Looking for a clinic, physician, or hospital that bills Securian Canada directly?

Use the Securian Canada Preferred Provider Network:  
[www.studenthealth.securiancanada.ca](http://www.studenthealth.securiancanada.ca).

Providers need to see your printed CIHIP coverage card.



### Have you been admitted to a hospital?

You are required to contact Securian Canada within 48 hours by email at [case.management@securiancanada.ca](mailto:case.management@securiancanada.ca) or call **1-844-418-0511** & dial 1.



### Need a predetermination of medical services?

Please email Securian Canada at [case.management@securiancanada.ca](mailto:case.management@securiancanada.ca) for planned surgery, MRIs, cancer treatment, chronic diagnosis, or maternity.

Failure to notify Securian Canada prior to any major procedure may result in partial or no payment of the claim.

## In case of severe medical emergency

Go to the emergency room or call 911 for an ambulance.