

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)
Policy Number: 17896
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 to find your student association and policy details.

Policy 50159 (Canadian Memorial Chiropractic College - CMCC-SC)
Policy 50148 (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.

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

Contact the insurer, Sun Life Assurance Company of Canada (Sun Life), if your question is on:

- CIHIP coverage
- A specific claim
- Help registering for mysunlife.ca

Have your Policy 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 mysunlife.ca



How to submit a claim for CIHIP

Submit claims online at www.cihip.ca/claim



Looking for a clinic, physician, or hospital that bills Sun Life directly?

Use the Sun Life Preferred Provider Network: www.sunlife.ca/sl/studenthealth/en/

Providers need to see your printed CIHIP coverage card.



Have you been admitted to a hospital?

You are required to contact Sun Life within 48 hours by email at case.mgmt@sunlife.com or call **1-844-418-0511** & dial 2.



Need a predetermination of medical services?

Please email Sun Life at case.mgmt@sunlife.com for planned surgery, MRIs, cancer treatment, chronic diagnosis, or maternity.

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

Do you have symptoms of COVID-19 or have been in contact with a known case?

Please self-isolate and use the tool at <https://covid-19.ontario.ca/self-assessment> for direction.

In case of severe medical emergency

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