

CIHIP INTERNATIONAL STUDENT PLAN: INSURER TRANSITION FAQ - FALL 2023

1. IS THE PLAN INSURER CHANGING?

Yes! The College International Health Insurance Plan (CIHIP) has a new insurer as of Sept. 1, 2023: Securian Canada.

Service from the previous insurer, Sun Life, ended on Aug. 31, 2023.

You still have access to the same Plan benefits with your new insurer, Securian Canada.

2. IS THERE A NEW GROUP/POLICY NUMBER FOR THE NEW INSURER?

No! CIHIP is keeping the same group/policy number as before: 017896.

3. WHAT POLICY DETAILS DO I NEED TO GIVE TO ELIGIBLE MEDICAL PROVIDERS/CLINICS?

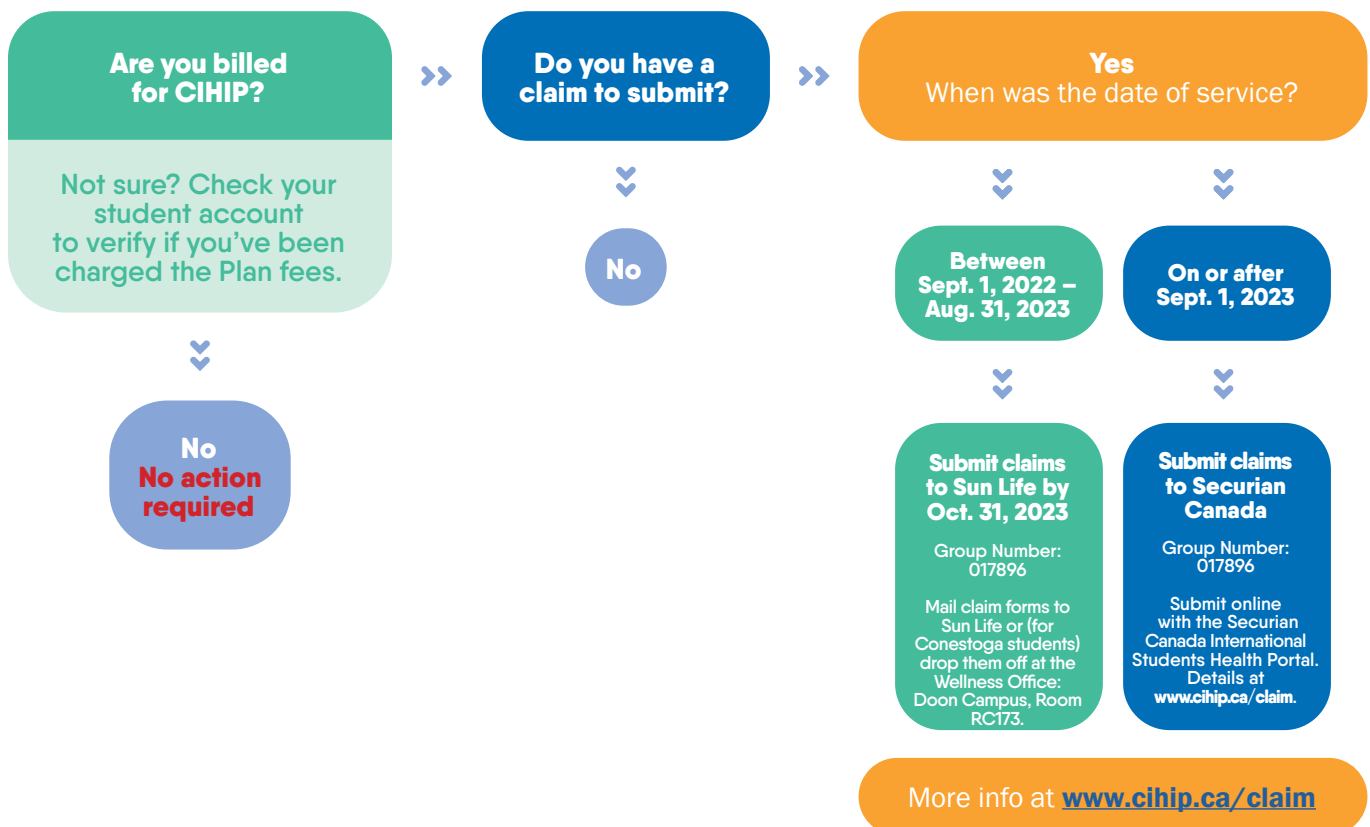
- Insurer: Securian Canada
- Group/Policy Number: 017896
- Member ID: Your Student ID (e.g. 1234567)

4. WILL THERE BE A NEW CIHIP COVERAGE CARD?

Yes! Your CIHIP Coverage Card will be sent directly to your student email address in early October 2023. Please keep an eye on your email inbox, including your spam folders.

5. HOW DO I SUBMIT CLAIMS NOW?

See the guide below for help on where to go:



Have claims for the NEW policy year, from ON OR AFTER Sept. 1, 2023?

Submit them to the new Plan insurer, Securian Canada.

Register on the *NEW* [Securian Canada International Students Health Portal here](#), which allows you to upload your claims online.

Claim forms and complete instructions are also available at www.cihip.ca/claim.

Still have claims for the PREVIOUS 2022-2023 policy year, from ON OR BEFORE Aug. 31, 2023?

Submit them to the previous Plan insurer, Sun Life.

- Fill out a claim form: find fillable forms and instructions at www.cihip.ca/claim.
- Continue to submit claims with your Sun Life Group Number (017896) and member ID to Sun Life, by mailing in claim forms and any required receipts, or (if you're a Conestoga international student) dropping them off at the Conestoga Student Wellness Office, Recreation Centre Building, Doon Campus - Room RC173.

6. WHERE CAN I GO FOR HELP?

CLAIM INQUIRIES

For questions about claims and their status (for services incurred on or after Sept. 1), contact **Securian Canada:**
1-844-418-0511 → PRESS 1

OTHER QUESTIONS

For questions about eligibility, benefits, or dependant enrolment, contact **Studentcare's Care Centre:**
1-844-418-0511 → PRESS 2