

# COVID-19



Rest assured your Student VIP International Health Plan has appropriate coverage and measures in place to support and assist students during the current COVID-19 outbreak.

## ACCESSIBILITY

Students can access their plan and services virtually and remotely in the event of school closures.

Found online are:

- Your health plan card
- Plan forms and documents
- Find a Doctor
- Live chat with a Student VIP agent
- And more
- Coverage details and brochures
- Make claims
- Access to I.M. Well or counselling services (if applicable)

## TRAVEL COVERAGE & ASSISTANCE

There is travel coverage in place through the International Student Health Plan to cover costs for:

- Medical Care and Assistance
- Evacuation

If you are also enrolled on the Student Health and Dental Plan, there is additional travel coverage in place to cover the costs for:

- Trip Cancellation
- Trip Interruption

Certain eligibility requirements must be met in order to qualify for coverage.

If you are currently abroad and require assistance, please call the 24/7 CanAssistance support line:

Within North America: **1-800-563-4444**

Outside North America (Call Collect): **1-506-854-2222**

If your school or program has cancelled all academic related travel you may qualify for trip cancellation and interruption coverage. Proof of cancellation from the school or program is required.

To make a travel related claim, please contact [admin@internationalhealth.ca](mailto:admin@internationalhealth.ca) for assistance.

## PREVENTION

- Washing your hands often
- Practicing proper cough and sneeze etiquette
- Keeping up to date with government and provincial statements and advice
- Avoiding contact with people who are sick
- Staying home if you or your child is sick

## SYMPTOMS OF COVID-19

Symptoms are similar to the cold and flu. If you have similar symptoms, don't panic.

People may experience:

- Runny nose
- Fever
- Sore throat
- Pneumonia
- Cough
- Difficulty breathing (severe cases)

If you need to see a doctor for newly developed symptoms of illness including but not limited to fever, cough, sore throat, difficulty breathing, there is coverage available under your international student plan to cover these costs.

## IF YOU ARE FEELING UNWELL

**Please contact Nova Scotia's telehealth service by dialing 811.**

Most provincial health authorities have advised that unless in an emergent situation, to avoid crowding hospitals, and visiting your doctor's office or local walk in clinic to prevent the spread of germs and to protect vulnerable persons. To keep up to date with the Government of Canada's information on COVID, please visit:

<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

## COVERAGE QUESTIONS & CONCERNS

**MEDAVIE BLUE CROSS**  
1-833-867-3468

**STUDENT VIP INTERNATIONAL**  
1-888-918-5056  
[info@internationalhealth.ca](mailto:info@internationalhealth.ca)

**CANASSISTANCE -  
TRAVEL ASSISTANCE PROVIDER**  
Within North America: 1-800-563-4444  
Outside North America  
(Call Collect): 1-506-854-2222