

# COVID-19

Rest assured your Student VIP Health and Dental 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
- Medavie Blue Cross Portal
- Direct2U Doctors
- And more
- Coverage details and brochures
- Make claims
- Access to I.M. Well or counselling services (if applicable)
- Live chat with a Student VIP agent

## TRAVEL COVERAGE & ASSISTANCE

There is coverage in place through the travel benefit in your student health and dental plan to cover costs for:

- Medical Care and Assistance
- Trip Cancellation
- Evacuation
- 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 CLAIM

Please visit the **Make a Claim page at [www.studentvip.ca](http://www.studentvip.ca)** for directions on how to file a travel claim.

Alternatively, you can call **1-833-867-3468** and ask for Travel Claims Department, or email **[travel.claims@medavie.bluecross.ca](mailto:travel.claims@medavie.bluecross.ca)**

## PREVENTION

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

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

## IF YOU ARE FEELING UNWELL

Please contact by **phone or email** your local health authority, public health department or provincial telehealth service for advice on next steps if you are feeling unwell.

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

Ask for Travel Claims Department  
1-833-867-3468  
[travel.claims@medavie.bluecross.ca](mailto:travel.claims@medavie.bluecross.ca)



### STUDENT VIP

1-888-918-5056  
[info@studentvip.ca](mailto:info@studentvip.ca)

### CANASSISTANCE -

### TRAVEL ASSISTANCE PROVIDER

Within North America:

1-800-563-4444

Outside North America

(Call Collect):

1-506-854-2222