

# Health & Dental Newsletter

## Winter 2010

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Visit:  
[Greenshield.ca/  
studentcentre](http://Greenshield.ca/studentcentre)

We're on the Web!  
See us at:  
[www.utgsu.ca/insurance](http://www.utgsu.ca/insurance)

### Greetings from your Health Plan Administrator

With the end of 2010 drawing near, may I take this opportunity to wish the entire GSU membership and your

family a joyous holiday season and a prosperous and peaceful New Year.

Cheers and Happy holidays.

### Greenshield Website is now Updated

The student list was updated on the Green shield System on November 22nd. If you had previously submitted any claims, and they were returned, please go ahead and send them back to Greenshield and indicate on the claim form: "Resubmitting - as my name was not on the Green

shield System". If you have any claim specific questions, please call Greenshield directly at: 1-888-711-1119.

The Customer Service Centre hours of operation are: Monday to Friday, 8:30 a.m. to 8:30 p.m. (Eastern Time)

### Greenshield Online Services

Plan Member Online Services provides instant access to important benefit plan information. We're making it easier for our GreenShield Canada plan members to access benefit eligibility, like when you are eligible for your next pair of glasses, as well as information pertaining to claims payments. Plan Member Online Services also helps answer those important questions that plan members ask most often.

\* Print personalized claim forms  
\* Find out benefit eligibility information, like when you are

next eligible for a dental recall exam

\* Instantly view Explanation of Benefits and claim history

\* Print claims history for tax purposes or Co-ordination of Benefits (COB)

\* Have claim payments deposited directly into your bank account

\* And much more!

Simply sign up for Plan Member Online Services and select the 'Benefit Eligibility' option. It tells you before you access a service whether you are eligible, and for exactly how much

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## Opt out Cheques

Currently, you have only been charged for half of the incidental fees, which include your health and dental fees. The next fee installment will be charged to you in January 2011. After this date, opt out cheques will be prepared for a full refund and mailed to you in March. A cheque will be mailed

to you at the address provided by you on your opt out application. If you do not receive a cheque by the end of March, please forward the email confirmation that you received when you opted out (this has your application number) to: [health@utgsu.ca](mailto:health@utgsu.ca) and we will investigate your refund status.

## Travel Insurance

The GSU Health Plan provides a travel benefit - emergency sickness and accident coverage of \$5 million dollars for the first 60 days away. It starts each time you leave the province. All GSU benefits remain in effect when a student travels for any purpose out-of-country. If you will be away for more than 60 days, you can call ETFS directly at 1-800-680-3837 and request a Top-Up for the remainder of your stay. Please visit [GREENSHIELD.CA/STUDENTCENTRE](http://GREENSHIELD.CA/STUDENTCENTRE) for the Detailed Travel Benefits Guide. You MUST contact the insurer below as quickly as possible when you have a medical emergency out of the province. You must give them your policy number which is 28556323 followed by your id which is: your student number. They are available to take your call 24 hours a day, 7 days a week. You can arrange direct payment if expenses are over \$200.00 Canadian. Canada or USA 1-866-870-1898 Elsewhere collect 0-819-566-1898

### **Cuban travel requirements - confirmation of travel insurance policy required**

Effective May 1st, 2010, the Republic of Cuba is requiring all travelers, foreigners and Cuban overseas residents to possess a travel insurance policy (covering medical expenses) that has been issued by an insurance entity recognized in Cuba. If you are a full time student and have not opted out of the health coverage, you have emergency out-of-country travel coverage through ETFS, and you will not have to purchase any additional coverage. However, you will need to provide documentation to prove your coverage.

If you require a letter for traveling to Cuba or for visa requirement to other countries, please send an email to: [health@utgsu.ca](mailto:health@utgsu.ca) and request a letter for proof of your travel insurance coverage. You should also carry with you your Provincial Health Card.

## In Conclusion.....

Let music fill the air! Let joy be everywhere! Happy Holidays!