

SAKC HEALTH & DENTAL PLAN: INSURER TRANSITION FAQ



Students' Association of
KEYANO COLLEGE

FALL 2024

1. WHAT IS THE SAKC HEALTH & DENTAL PLAN?

The SAKC partners with Studentcare to provide students with extended health and dental coverage. Your Plan is designed specifically for students to help cover the expenses and services not covered by provincial health care.

2. IS THE PLAN INSURER CHANGING?

Yes! The insurer is switching from Desjardins Insurance to **Securian Canada** as of Sept. 1, 2024.

3. WHAT IS THE NEW POLICY INFORMATION FOR THE NEW INSURER?

- Insurer: Securian Canada
- Group Number/Prefix: SAK
- Member ID (online claims): SAK + 6-digit student ID number
- Member ID (Pay-Direct and paper claims): SAK + 6-digit student ID number + 2-digit dependent code
- *Dependent code = 00 for the member (i.e. the student), 01 for the member's spouse (21, 31, etc. for subsequent spouses), and 02-20 for dependent children (oldest is 02, second oldest is 03, and so on).*

These changes come into effect starting Sept. 1, 2024, for 2024-2025 policy year claims moving forward.

4. IS ANYTHING ELSE CHANGING ABOUT PLAN BENEFITS/SERVICES?

You'll have access to the same health and dental benefits as before, in addition to the mental health and wellness service Empower Me and a **new virtual-health care service, HI** (included with Health Plan coverage). Visit www.studentcare.ca at the beginning of September for details on the new service.

5. HOW DO I SUBMIT CLAIMS?

- Deadline to submit your 2023-2024 claims to Desjardins Insurance (using Desjardins' [secure submission page](#) or by mailing in claim forms): **Nov. 29, 2024**
- For any eligible services rendered between Sept. 1, 2023 and Aug. 31, 2024, Desjardins Insurance must receive your health, dental, and vision claims by the Nov. 29 deadline.
- For services rendered on or after Sept. 1, 2024, submit claims to the new insurer, Securian Canada.

See the guide here for help on where to go:



6. IS THERE A NEW PAY-DIRECT CARD?

Yes! As of Sept. 1, 2024, start using your new Securian Canada Pay-Direct Card at pharmacies/practitioner offices that offer the Pay-Direct service. You can [download the new card at www.studentcare.ca](http://www.studentcare.ca) (it will be available at the beginning of September).

When visiting eligible practitioners, this card is the best way to have your claim processed immediately, so you don't have to pay the full amount up front and wait to be reimbursed after submitting a claim later.

7. WHERE CAN I GO FOR HELP?

Contact your Plan administrator, Studentcare, through the [Assistance Centre](http://www.studentcare.ca) at www.studentcare.ca.

