

NUGSS HEALTH & DENTAL PLAN: INSURER TRANSITION FAQ FALL 2022

nugss

northern undergraduate
student society

1. WHAT IS THE NUGSS HEALTH & DENTAL PLAN?

The Northern Undergraduate Student Society (NUGSS) 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. HAS THE PLAN INSURER CHANGED?

Yes! The insurer for health, dental, and vision benefits switched from Sun Life Assurance Company of Canada to Pacific Blue Cross as of Sept. 1, 2022.

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

- Insurer: Pacific Blue Cross
- Policy/Group Number: 81517
- New Claiming ID: Use your personal student ID (9 digits)

This came into effect starting Sept. 1, 2022, for 2022-2023 policy year claims moving forward.

4. HOW DO I SUBMIT HEALTH, DENTAL, AND VISION CLAIMS?

If you're submitting 2021-2022 claims for services incurred before Sept. 1, 2022, send them to the previous Plan insurer, **Sun Life**:

- Find instructions and claim forms under "How to Claim" at www.studentcare.ca.
- All claims must be received by Sun Life before Nov. 29, 2022.
- Note that the Studentcare mobile app is no longer available as of Sept. 1, 2022.

If you're submitting 2022-2023 claims for services incurred on or after Sept. 1, 2022, send them to the new Plan insurer, **Pacific Blue Cross**, through:

- Pacific Blue Cross's online Member Profile
- Pacific Blue Cross mobile app
- Paper claim forms (by mail)

Forms, mailing addresses, and more detailed instructions will be available at www.studentcare.ca.

5. IS THERE A BLACKOUT PERIOD?

There will be no Blackout Period. If you're enrolled in the Plan, your coverage will be in effect starting from Sept. 1, 2022.

6. ARE PLAN BENEFITS CHANGING?

No, benefits are staying the same.

7. WHERE CAN I GO FOR HELP?

Visit the Studentcare Assistance Centre (www.studentcare.ca) if you have any questions about your Plan.

8. IS THERE A NEW PAY-DIRECT CARD?

Yes! As of Sept. 1, 2022, a new Pacific Blue Cross Pay-Direct Card is available to download and use.

When visiting eligible pharmacies/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.

[Grab yours here.](#)