New International Student Information Session: 
*Healthcare & Insurance in Alberta*

**Session Etiquette**

- Please stay on mute
- Please use the chat box to ask questions (only visible to presenter) and presenter can address questions throughout and at the end.
- If you have a question that the presenter does not answer, email [international.advice@ucalgary.ca](mailto:international.advice@ucalgary.ca).
- Please participate. There will be a few polls throughout. Your participation helps confirm that we are not experiencing technical difficulties.
- **Note: This session will be recorded.**
New International Student Information Session:
Healthcare & Insurance in Alberta

Kirsty Gruber
Advisor, International Student Transition Support

Victoria Bernard
Welcome Centre Student Advisor
Session Agenda

• Immigration & Travel Restrictions
  • Travel Medical Insurance
• GSA & SU Health and Dental Plans
• Alberta Health Care (Provincial Plans)
• Wellness Centre & Important Health Contacts
• Questions
Intro of Welcome Centre staff

Caleb
Student Advisor

Victoria
Student Advisor

Raisa
Student Advisor

Zareena
Student Advisor
Kirsty Gruber, Advisor, International Student Transition Support

International Student Services

• Drop-in (& remote) advising to assist with getting settled in Calgary
• Coordinate International Student Mentorship Program
• Coordinate Orientation events for international students

• imentor@ucalgary.ca
Staying informed about Covid-19

  - UCalgary COVID-19 page
  - UCalgary Fall 2020 FAQ page
  - Alberta Health Services
  - City of Calgary website

- Check your UCalgary student email regularly
  - Read all emails from UCalgary
  - Read all emails from ISS
  - Sign up for the ISS newsletter
Self-Isolation (Quarantine) Plan - before you arrive

- Legally required to have a plan for where you will self-isolate for 14 days upon arrival at final destination in Canada
  - You can be fined if you do not complete your full self-isolation period
  - While in isolation after travelling, if you become sick with cough, fever, shortness of breath, runny nose or sore throat during this time, you must isolate for an additional **10 days** from the beginning of symptoms or until you are feeling well, whichever takes longer.
Self-Isolation (Quarantine) Plan
-before you arrive

Self-Isolation Requirements

• Review these important websites before you plan your travel for up-to-date requirements:
  • Government of Alberta Isolation Requirements: https://www.alberta.ca/isolation.aspx
  • Alberta Health Services Isolation Information: https://www.albertahealthservices.ca/topics/Page16997.aspx#trav
    • Symptoms to watch for
    • Guidelines for isolation and general well-being during Covid-19
    • Testing and non-emergency information
Self-Isolation (Quarantine) Plan – before you arrive

Contacts to know:

- **Healthlink**: 811
  - 24 hour free phone line for non-emergency health concerns
  - Speak with a registered nurse
  - Service available in multiple languages

- **SU Wellness Services**: learn about services [ucalgary.ca/wellness-services](http://ucalgary.ca/wellness-services)

- **Emergency**: 911
  - Fire, Ambulance, & Police
Self-Isolation (Quarantine) Plan
-before you arrive

• Self-isolation supports for international students website: ucalgary.ca/student-services/iss/resources/self-isolation-supports-international-students
  • How do I plan for self-isolation?
  • What are the requirements?
  • What are my accommodation options?
  • How can I best prepare?
  • How do I travel to my self-isolation accommodation?
Self-Isolation (Quarantine) Plan
-before you arrive

Self-Isolation Accommodation Options:

• If you have a **guaranteed spot in on-campus residence**, visit the Residence Services website: [https://www.ucalgary.ca/ancillary/residence](https://www.ucalgary.ca/ancillary/residence)

• If you’re planning to live **off-campus**, you must arrange short term accommodation to meet any isolation requirements.
  
  • UCalgary has arranged some budget-friendly options with local hotels, that include different grocery, food, and/or in-room cooking options: [https://ucalgary.ca/student-services/iss/resources/housing](https://ucalgary.ca/student-services/iss/resources/housing)

• **You must make these arrangements before you travel**
Travel Medical Insurance
-before you arrive

• Arrange for medical insurance that provides you with coverage while you are travelling to Calgary and through your first two weeks

• Easiest to purchase from a company in your home country; sometimes in combination with your flight

• You will want to purchase a plan that at least covers doctor visits, hospitalization, prescription drugs, vision care, and dental care

• This allows you time after you have arrived and completed self-isolation to apply to the Alberta Health Care Insurance Plan (AHCIP) & review your coverage through the Students Union or Graduate Student Association
Settlement Tasks - after you arrive

There are some tasks you may choose to complete remotely while in self-isolation (or plan to complete once you are done your isolation period).

• Review the New International Student Checklist and consider submitting documents online for:
  • Social Insurance Number (SIN)
  • Alberta Health Care Insurance Plan (AHCIP)

• Explore setting up accounts remotely:
  • Canadian bank account
  • Canadian cell phone plan

• [https://ucalgary.ca/student-services/iss/resources/self-isolation-supports-international-students](https://ucalgary.ca/student-services/iss/resources/self-isolation-supports-international-students)
• [https://ucalgary.ca/student-services/iss/resources/new-international-student-checklist](https://ucalgary.ca/student-services/iss/resources/new-international-student-checklist)
Medical Insurance: You Need It!

- You need adequate insurance to cover any medical care or accidents while you are in Canada.
- Without medical insurance, you will have to pay the full cost of medical treatment which is very expensive (thousands of dollars).
- With medical insurance, many of these possible expenses are covered.
Understand Your Medical Insurance

Do you have insurance coverage?

How does it work?

Where can you go if you have questions?
Do You Have Insurance Coverage?

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Exchange/Visiting: Do You Have Insurance Coverage?

You need to purchase a private plan

- Contact ISS if you have not yet arranged your private insurance!
- We can suggest some providers you can contact.
- This is time-sensitive (best to do right away).
Exchange/Visiting: Where can you go with questions?

- Contact ISS or the Welcome Centre if you have not yet arranged your private insurance!

- Questions related to your coverage go to your provider
  - TIP: review your plan so you know what is covered & how to submit claims **before** you need to use it
Exchange/Visiting: How Does it Work?

• Typically
  1. You pay for a service
  2. Submit a claim/receipts to your insurance
  3. You are reimbursed according to your plan

• Check how much a service will cost BEFORE you use that service
  • Wellness Centre (403-210-9355)
  • Health Link (811) – quick, free advice from a registered nurse 24/7
Degree-Seeking: Do you have Insurance Coverage?

Alberta Health Care Insurance Plan (AHCIP)

12 months or more

SU/GSA Health & Dental Plan
Part 1:
Alberta Health Care Insurance Plan

- AHCIP is free and covers **basic services:**
  - visits to the doctor
  - lab costs
  - hospital costs if you are admitted

- AHCIP **does not** cover:
  - Prescription drugs
  - Rehabilitation needs
  - Dental services
  - Ambulance transport

**You must apply to register for AHCIP!**
Part 1: 
Alberta Health Care Insurance Plan

To register for AHCIP:
• Visit a registry office or apply online

- Bring:
  1. Proof of Residency (name and current address)
  2. Government issued photo identification (passport)
  3. Canada entry document (study permit)

https://www.alberta.ca/ahcip-eligibility.aspx
Part 1: Alberta Health Care Insurance Plan

To register, visit a registry office
- “Lions Park” Train Station

Registry Express
in North Hill Mall

https://www.registryexpressinc.ca/
Part 2:  
SU or GSA Health & Dental Plan

This plan helps to cover things not covered through the AHCIP, like:

- Prescription medication
- Dental services
- Vision services

- Managed by the Students Union or Graduate Student Association
- All full-time students are automatically enrolled
- Add family members (Opt In) or Opt out if you have private insurance
- **Change-of-Coverage Deadline:** check websites!
Student Union health plan

What is it?
The SU Student Health and Dental plan offers undergraduate students' partial financial coverage for health and dental appointments.

SU Health and Dental coverage includes:

- Vision
- Prescription drugs
- Massage therapy
- And much more!

For more information, including a full list of benefits and relevant FAQ: https://www.su.ucalgary.ca/programs-services/student-services/health-dental/
Graduate Student Association health plan

What is it?

The GSA Student Health and Dental plan offers graduate students' partial financial coverage for health and dental appointments.

"All eligible full-time graduate students who are registered in classes are automatically covered by the Plan for **12 months** of coverage (your student year), starting on the first day of the first month of your first term of study"

For more information, visit: https://gsa.ucalgary.ca/health-dental-services/
Opting Out

What if I want to opt out?

If you already have comparable medical coverage and wish to opt out of student Health and Dental plans, this can be done within your student centre.

Studying Remotely?

You may be able to opt out! Contact the SU or GSA:

SU Health and Dental contact:
403-220-3906
uofcalgaryplan@mystudentplan.ca

GSA Health and Dental contact:
403-220-5997
askgsa@ucalgary.ca
Health & Dental Q&A with Studentcare – Sept 3

September 3, 2020 2:00 PM - 3:30 PM

https://events.ucalgary.ca/international-student-services/
Contacting the Welcome Centre

The welcome Centre is now open until September 4th from 9:30am-4pm MST.

Contact us if you have any questions about your transition into Calgary as a new student. We are happy to provide advice, support, and referrals to helpful resources to ease you through your transition into university!

Visit our webpage and contact us with any questions you might have:
https://www.ucalgary.ca/student-services/welcome-centre
Other Ways to help make your adjustment to UCalgary studies as smooth as possible:

• ISS Immigration & Resources, the New International Student Checklist

• Visit the virtual Welcome Centre!

• Review the International Student Orientation Module information online. Includes short videos and advice from staff across campus specific for you: ucalgary.ca/student-services/iss/resources/online-orientation

• Attend the live panels for international students (and submit your questions in advance):
  • Undergrad/exchange students: Sept 1. 9:30 a.m. MDT (Calgary time)
  • Grad students: Sept 2. 9:30 a.m. MDT (Calgary time)

• Parent & Family orientation (for your parents/family): August 25

• Attend campus-wide orientation events remotely Sept 2-4

• Learn more at: https://ucalgary.ca/student-services/iss/resources/international-student-orientation
Connecting with ISS

• Remotely:
  • Monday-Friday, 9:00-12:00 pm & 1-4:00 pm MDT (Calgary time)
  • No appointment necessary

• E-mail: international.advice@ucalgary.ca

• Immigration E-mail: issimmigration@ucalgary.ca

• Website: www.ucalgary.ca/iss

• ISS COVID FAQ: https://ucalgary.ca/student-services/iss/covid-19-faqs

• Newsletter: weekly updates www.ucalgary.ca/iss

• Events calendar: https://events.ucalgary.ca/international-student-services/

• Facebook: https://www.facebook.com/UCalgaryISS/

• Instagram: @ucalgaryiss
Questions?

*Please type them in the chat box.*