

International students are eligible for 2 health plans that cover:

**1. Basic medical services (in place of Canadian provincial health care)**  
used for physician, nurse practitioner, lab, diagnostic, and hospital services



**College International Health Insurance Plan (CIHIP)**  
Policy Number: 17896  
[www.cihip.ca](http://www.cihip.ca)

**2. Extended health and dental services**  
used for prescription drugs and paramedical health practitioners, e.g. massage therapists and naturopaths



**CSI Health & Dental Plan**  
Enter your institution name in the drop-down menu at [www.studentcare.ca](http://www.studentcare.ca) to find your student association and policy details.  
**Policy 17895** (Conestoga College - CSI)

## ? Questions about CIHIP?

**Contact the administrator, Studentcare, if your question is on:**

- Eligibility
- Early or late arrival
- Enrolling your dependants
- CIHIP premiums
- Updating your name, date of birth, email, or address
- Your coverage card (not available until after 6 weeks after coverage begins)

### When do you get your coverage card?

Cards are emailed to your college email address after 6 weeks from your coverage start date. Always carry a printed copy of your coverage card. If you need a replacement, see [www.cihip.ca/coverage/card](http://www.cihip.ca/coverage/card).

When contacting Studentcare, you'll be asked to confirm your CIHIP member ID or student number.

Call us: **Toll-free 1-844-418-0511** & option 2, or visit: [www.cihip.ca/contact-us](http://www.cihip.ca/contact-us)

**Contact the insurer, Sun Life Assurance Company of Canada (Sun Life), if your question is on:**

- CIHIP coverage
- A specific claim
- Help registering for [mysunlife.ca](http://mysunlife.ca)

Have your Policy and Member ID available when you call.

Call us: **Toll-free 1-844-418-0511** & option 1  
Monday – Friday, 8:00 am - 8:00 pm (ET)  
Visit [mysunlife.ca](http://mysunlife.ca)



### How to submit a claim for CIHIP

Submit claims online at [www.cihip.ca/claim](http://www.cihip.ca/claim)



### Looking for a clinic, physician, or hospital that bills Sun Life directly?

Use the Sun Life Preferred Provider Network: [www.sunlife.ca/sl/studenthealth/en/](http://www.sunlife.ca/sl/studenthealth/en/)

Providers need to see your printed CIHIP coverage card.



### Have you been admitted to a hospital?

You are required to contact Sun Life within 48 hours by email at [case.mgmt@sunlife.com](mailto:case.mgmt@sunlife.com) or call **1-844-418-0511** & dial 2.



### Need a predetermination of medical services?

Please email Sun Life at [case.mgmt@sunlife.com](mailto:case.mgmt@sunlife.com) for planned surgery, MRIs, cancer treatment, chronic diagnosis, or maternity.

Failure to notify Sun Life prior to any major procedure may result in partial or no payment of the claim.

## Do you have symptoms of COVID-19 or have been in contact with a known case?

Please self-isolate and use the tool at <https://covid-19.ontario.ca/self-assessment> for direction.

## In case of severe medical emergency

Go to the emergency room or call 911 for an ambulance.