



CSA Student Health and Dental Plans Frequently Asked Questions (FAQ) – Fall 2018

Q 1: Who do I ask questions regarding our Student Health and Dental plans?

Our Student Services Coordinator, Ann Mammoliti, will be able to help you with any questions or issues you have with our Health & Dental Plan. Here's how you can reach her:

- Send an e-mail to: guelpplan@mystudentplan.ca
- Call: 519-824-4120 Ext. 54798
- Visit the Student Benefits Plan Office

Or you can visit <http://mystudentplan.ca/> for information. There is a Live Chat/Help feature on the website that allows you to speak to a representative.

Q 2: Where is the Student Benefits Plan Office located?

The office is located on the first floor of the University Centre (UC 108A) near the new study space and public washrooms.

Q 3: What is covered on my Student Health and Dental plans?

- All coverage information is available at <http://mystudentplan.ca/>
- Select "University of Guelph CSA and GSA Main Campus" from the list of institutions in the drop-down tab
- Click "My Benefits" for complete list of your coverage details

Q 4: How long am I covered for?

The policy year for NEW students begins September 1st and ends August 31st.

Please note new eligible students at the University of Guelph will be added to the health & dental plan approximately 45 days from the start date of your program

Q 5: Where can I pick up forms regarding my health and dental plans?

All claim forms, family add-on forms, information brochures, opt-out and opt-in forms are available in the Student Benefits Plan Office (and online at <http://mystudentplan.ca>)

Q 6: If I have existing HEALTH coverage through my parents/partner/place of employment, may I opt-out of the Student Health Plan?

You may NOT opt-out of your Health Plan. The Health Plan is a mandatory fee in order to keep the coverage for all University of Guelph students at a reasonable cost. Additionally, this allows our



Student Health Services department to bulk-purchase several drugs and distribute them for a significantly-reduced cost; saving students a ton of money down the road!

Q 7: If I have existing DENTAL coverage through my parents/partner/place of employment, may I opt-out of the Student Dental Plan?

If you have existing Dental coverage, and you are a NEW Fall registered student, you may opt-out of your Dental Plan, no problem! The forms are available in the Student Benefits Plan Office, or you may complete your opt-out online at <http://mystudentplan.ca>. The deadline to submit your opt-out form or your online submission is Wednesday, September 26, 2018 at 4:00pm. If opting out in person, you must include proof of existing insurance.

Q 8: If I opt-out of the dental plan this year, where and when do I get my refund back?

For those who have signed up for direct deposit, the money will be deposited into your bank account mid-November. For those who have requested a cheque, cheques will be available mid-November and can be picked up at the Student Benefits Plan Office. **Please be aware that cheques become stale dated if not picked up within six months of being made available.**

Q 9: If I opted-out of the DENTAL plan this year, do I have to opt-out again?

No – if you opt-out once, you will not be included the following year, and so you will not need to opt-out again.

Q 10: If I opted-out of the dental plan last year, and need to opt-in this year, can I do that?

Absolutely! Visit the Student Benefits Plan Office by Wednesday, September 26, 2018 at 4:00 pm (or within 30 days of losing previous coverage), and simply fill out the necessary forms.

Take the first step towards better mental health!

Visit www.feelingbetternow.ca/uoguelph for your free, anonymous, online mental health check-up.

We're here to help, you're not alone.