



## Frequently Asked Questions

*Please see the curated list of questions regarding plan details and operations for the upcoming 2020-2021 policy year due to the effects of the COVID-19 pandemic.*

### **Q1. If a student is required to take all of their classes online, do they need to opt-in for coverage?**

- All full-time students taking classes in the fall term are automatically enrolled on the plan. If a student is in Canada while taking their online courses, they have access to coverage and services across Canada. If a student is outside of Canada taking their online courses, see question 3.
- Eligibility for coverage has not changed. Part-time students, students on co-op in the fall term or students who start their studies in the winter term must opt-in for coverage during the appropriate opt-in periods.

### **Q2. How has COVID-19 affected coverage under the DSU Health and Dental Benefits?**

- There is no interruption or changes to coverage under the DSU Health and Dental Benefits relating to COVID-19, and coverage is valid across Canada. There are slight modifications to the Travel benefit coverage; see question 4.
- A positive COVID-19 diagnosis does not affect the DSU Health and Dental Benefits coverage or eligibility except for travel. If the student is an international student, this may affect their international student health coverage. Please see the international health plan FAQ for further details.

### **Q3. If an international student is studying in their home country or outside of Canada, how is their coverage affected?**

- Coverage is not valid outside of Canada. If an international student is in their home country, they should opt-out of the plan.
- International students are being provided support services through the Remote Study Health Program in the absence of coverage through the DSU Health Plans. This program provides 24/7 access to private multilingual counselling by counsellors in the student's home country, emergency assistance, medical case management and referrals, nurse helpline, interpreter services, and more. Please visit [www.internationalhealth.ca/remotestudy-dal](http://www.internationalhealth.ca/remotestudy-dal) for more information.
- To opt-out, students must visit Dal Online during the opt-out period and submit an application for review. No opt-out applications will be accepted after September 18<sup>th</sup>, 2020.
- If an international student returns to Campus in the winter or spring term, they must opt-in for coverage during the opt-in period.

### **Q4. If a student chooses to travel, are they covered?**

- Travel coverage is in force, but we encourage all students to exercise caution due to the COVID-19 pandemic and review their travel benefits before departure.
- Students who are travelling for academic-related purposes have coverage for COVID-19. There is no coverage for COVID-19 while abroad if the student was experiencing symptoms and or had a positive COVID-19 result prior to departure.
- If a student is travelling for non-academic related purposes, they are covered except for expenses relating to COVID-19.
- Students must ensure their provincial health care or international health plan is in force for the entire duration of their trip.
- Trip cancellation and trip interruption coverage due to COVID-19 is not eligible until the Government of Canada travel advisory is reduced to a 2, 1 or removed entirely.

- Travel and Home country coverage are only in force if the student started their studies in Canada.

## **Q5. How has COVID-19 changed the services through the DSU Health and Dental Benefits?**

- Students in Canada can still access all of the services included in the DSU Health and Dental Benefits and we've made it easier with the new Virtual Health Hub! While in-person operations may be limited, students can still access their coverage, services, and assistance anywhere in Canada.
- International students studying in their home country can access 24/7 support services through the Remote Study Health Program. Services are accessible online and through the My Peak mobile app. For more information please visit [www.internationalhealth.ca/remotestudy-dal](http://www.internationalhealth.ca/remotestudy-dal)

## **Q6. Are there new features or services this year?**

- Yes, the Virtual Health Hub and the Remote Study Health program.

## **Q7. What is the Virtual Health Hub?**

- The Virtual health Hub connects students in Canada to top of the line virtual health care services.
  - Virtual doctors' appointments,
  - COVID-19 screening
  - Physiotherapy appointments **(New!)**
  - Physiotherapy wellness library and self-guided videos **(New!)**
  - Fitness membership **(New!)**
  - Medication delivery and more.
- Visit the Virtual Health Hub at [www.studentvip.ca/dsu](http://www.studentvip.ca/dsu)

## **Q8. What is the Remote Study Health Program?**

- International students studying in their home country are not eligible for coverage or able to access services under the DSU Health and Dental Benefits. As such, Student VIP has partnered with Dalhousie University and the DSU to provide access to important support services through the Remote Study Health

Program. There is no charge to students for the Remote Study Health Program as it is being provided by Dalhousie University!

- International students who opt-out of the plan as they are in their home country, are automatically enrolled in the Remote Study Health Program. All eligible students will receive a welcome e-mail in September.
- This program provides access to:
  - 24/7 multilingual counselling by counsellors in the student's home country
  - 24/7 multilingual emergency assistance and support
  - Medical monitoring, case management and referrals
  - Nurse hotline
  - Interpreter services
  - And more
- Learn more at [www.internationalhealth.ca/remotestudy-dal](http://www.internationalhealth.ca/remotestudy-dal)

**Q9. If a student is not in Halifax, how can they find a practitioner or access services?**

- On the DSU Health Benefits website, there is a provider search tool. It will display various practitioners such as dentists, massage therapists, physiotherapists and more across Canada. Providers that will direct bill the health plan will be marked appropriately.
- Students can use the Direct2U Doctors platform to have a virtual doctor's appointment! After completing a small questionnaire, students are then connected with a health care provider. Virtual health care visits are free with valid provincial health care or the DSU International Health Plan.

**Q10. Where can plan details and up to date COVID-19 information relating to the DSU Health and Dental Benefits?**

- [www.studentvip.ca/dsu](http://www.studentvip.ca/dsu)
- [www.studentvip.ca/dsu/covid](http://www.studentvip.ca/dsu/covid)
- Contact the DSU Health Plan Office
  - [dsuhealth@dal.ca](mailto:dsuhealth@dal.ca)
  - [1-902-494-2850](tel:1-902-494-2850)

## **Q11. What ways are you communicating and supporting students this year without on-campus access?**

- Student VIP is hosting weekly information sessions for students via zoom. Weekly sessions will rotate from a dedicated information session to a general inquiry session. Schedule of sessions are available online at [www.studentvip.ca/dsu](http://www.studentvip.ca/dsu) under the 'Top Features' page.
  - Every Tuesday starting September 1, 2020, from 11:00 AM-11:45 AM
  - ZOOM ID: 986 158 9719
  - ZOOM Password:992592
- Orientation videos available through various campus departments.
- Health Plan Giveaway
  - We have partnered with the DSU to support all students and encourage the students to engage with valuable health and wellness services through a giveaway!
  - We will be giving away Health & Wellness prize package to 2 lucky DSU students! To register to win students must visit the Direct2U Health Hub page on the website and enter their information on the ballot screen.
  - Students who register for a ballot but are not on the plan can still take advantage of the Virtual Health Hub!

## **Q12. How do I contact the DSU Health Plan Office?**

- The Health Plan Offices will not be open for student access until further notice. Virtual appointments can be scheduled via telephone or zoom.

Halifax

- [dsuhealth@dal.ca](mailto:dsuhealth@dal.ca)
- 902-494-2850

Truro

- [dsuhealthtruro@dal.ca](mailto:dsuhealthtruro@dal.ca)