

COVID-19 FREQUENTLY ASKED QUESTIONS

FOR INTERNATIONAL STUDENTS



1. Can I receive COVID-19 testing even if I have no symptoms?

Since medical benefits are largely limited to expenses related to unforeseen emergencies requiring immediate attention, elective testing for COVID-19 is unfortunately not covered.

If you are in Canada, please visit the website for your province's Ministry of Health for a list of assessment centres in your area. For example, in Ontario, COVID-19 testing is covered at no charge, regardless of your eligibility under the Ontario Health Insurance Plan.

2. Where do I go for COVID-19 testing?

If you are in Canada, please visit the website for your province's Ministry of Health to view a list of assessment centres in your area. A listing of the facilities is available [here](#).

3. Does my policy cover medical expenses related to COVID-19?

As with all StudyInsured™ health insurance plans, coverage includes illnesses and expenses related to COVID-19, during and after quarantine.

4. Will my policy provide repatriation coverage if I get COVID-19 and need to be returned to my home country?

Unfortunately, our Assistance service excludes coverage for repatriation that requires transportation in a biohazard isolation unit.

5. What do I do if I start to feel sick or feel I need medical attention?

If you begin to feel symptoms related to COVID-19, contact Assistance at **1-866-883-9787**, toll-free from Canada or the United States, or at **1-416-640-7865** from anywhere in the world. Assistance will help to assess your symptoms and direct you, as needed, to a hospital or clinic for the appropriate care.

Depending on your specific situation, Assistance is also available to:

- Provide interpretation services to help you better communicate with health care personnel
- Advance funds to a service provider if you are required to pay up-front for medical care
- Monitor your case through to recovery

When consulting with a doctor, be sure to disclose if you visited any high-risk areas or have been in contact with anyone who has shown COVID-19 symptoms.

6. Will I be covered for self-isolation or quarantine—for example, if I need a hotel room?

Precautionary quarantines imposed on travellers due to government restrictions, including upon arrival at a destination or upon return to their home country, are not covered under our policies.

7. If you have travelled, or have been in contact with someone who has travelled:

Stay home and avoid contact with others for 14 days. If you begin to feel symptoms related to COVID-19, contact Assistance at **1-866-883-9787**, toll-free from Canada or the United States, or at **1-416-640-7865** from anywhere in the world.

As always, we're here to provide students, homestay families and schools with the utmost support during this crisis.

Looking for your policy number? You can also call us at **416-644-4870** (or toll-free) **1-888-386-8888** to speak with a customer service representative or email us at helpline@studyinsured.com