



## Frequently Asked Questions

*Please see the curated list of questions regarding plan details and operations for the upcoming 2021-2022 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 4.
- 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 plan relating to COVID-19, and coverage is valid across Canada. Coverage is not available outside of Canada except under the travel benefit. There are slight modifications to the Travel benefit coverage; see Q3.
- A positive COVID-19 diagnosis does not affect the 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 a student chooses to travel, are they covered?**

- Travel coverage is in force provided travel is taken for academic purposes. Students are covered for medical expenses related to COVID-19 up to the plan trip duration as noted in the policy. 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.

**Q4. 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.

**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.
- Students outside of Canada can access 24/7 support services in their home country through the Remote Study Health Program. Services are accessible online and through the My Peak mobile app.

**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.
- Students can access:

- Virtual doctors' appointments, ○ COVID-19 screening ○ Physiotherapy ○ Fitness membership ○ Free counselling appointments ○ Medication delivery and more.
- Visit the Virtual Health Hub at [www.studentvip.ca/dsu](http://www.studentvip.ca/dsu)
- The website for this new program is [www.internationalhealth.ca/remotestudy-dal](http://www.internationalhealth.ca/remotestudy-dal)

**Q8. If a student is not in Halifax, how can they find a practitioner or access services?**

- On the DSU Health Plan 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.

**Q9. 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](mailto:dsuhealth@dal.ca) ○ [dsuhealth@dal.ca](mailto:dsuhealth@dal.ca)
- [1-902-494-2850](tel:1-902-494-2850)

**Q10. 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)