



Health Benefits	Coverage	
Prescription Drug	100%	Maximum of \$1,500 per benefit year. Smoking Cessation products legally requiring a prescription \$500 per lifetime. Preventative Vaccines to a maximum of \$100 per benefit year. <b>Based on the National Formulary with a generic rider.</b>
Vision	100%	Limit of \$65 for eye exam every 24 months. \$150 every 24 months for eye glasses or contact lenses.
Paramedical Practitioners	100%	Maximum of \$500 total per year, per practitioner below. Eligible treatment fees are based on reasonable and customary amounts.* <b>Practitioners:</b> Registered Massage Therapist, Physiotherapist or Athletic Therapy, Chiropractor, Naturopath, Acupuncture, Speech Language Pathologist, Psychologist or Social Worker. <b>*More information on what is reasonable and customary is available at <a href="http://mystudentplan.ca/norquest">mystudentplan.ca/norquest</a> in the FAQ section.</b>
Dental Accident	100%	Maximum of \$1,000 per accident. <b>Services must be performed within 12 months of accident.</b> <b>Pre-authorization required.</b>
Ambulance	100%	Maximum of \$250 per occurrence.
Medical Equipment & Supplies	100%	Including but not limited to: crutches, wheelchair, hospital-type bed, prosthetics, rigid and semi-rigid braces. Custom-fitted orthopedic shoes limited to \$150 per benefit year. <b>Prescription &amp; pre-authorization may be required. Not solely for athletic use.</b>
Emergency Travel Assistance	100%	\$5 million per insured person per coverage period.
Other Insurances		Accidental Death & Dismemberment, Tuition, Tutorial.

**Dental Benefits**

Please submit an estimate/pre-authorization prior to specialist services and any dental treatment plan exceeding \$500.

**Annual Maximum - \$750 per benefit year**

Diagnostic & Preventative	80%	Limited to once per benefit year. Scaling limited to 2 units, polishing limited to 1 unit.
Minor Restorative	70%	Fillings.
Extractions	50%	Limited to 2 wisdom teeth per benefit year.
Endodontic & Periodontic	50%	5 additional units of scaling/root planing per benefit year.

**Access all benefits coverage details at [www.mystudentplan.ca/norquest](http://www.mystudentplan.ca/norquest).**

In the event of any discrepancy between the information herein and our contract with the insurer, the terms of the contract will apply. All benefits payable through the student plan are based on reasonable and customary charges.

## How to Enrol for Coverage

Fees for the student plan are assessed automatically by the institution at registration. You are also enrolled automatically should you meet the eligibility criteria for the plan. If you are unsure about whether or not you are eligible, please visit or contact the Benefits Plan Office.

New eligible students will be added to the plans during the first 45 days of each semester. Please keep your receipts for eligible expenses incurred during this time period for submission to the insurance carrier upon completion of the enrolment process. Returning eligible students may continue to access the plans without disruption by using their current myBenefits Card or by submitting claims directly to the carrier.

## Accessing Coverage

**myBenefits Card:** Pay-direct claims allow for direct billing of eligible costs between your pharmacy and/or dental office and the insurance company. Pharmacy claims are processed immediately so that students are not out of pocket the full expense at the time of purchase. Dental claims are processed based on the individual dental office's billing practices. You can download your myBenefits Card at [www.mystudentplan.ca](http://www.mystudentplan.ca).

**Online & Mobile Claims:** <https://gw.greatwestlife.com> or the Groupnet App available through your device app store.

**Manual Claims:** To submit a manual claim, complete an insurance claim form, attach the original receipts and documents, and mail to the insurer. Remember to keep a copy of all original documents for your records. You can download claim forms from [www.mystudentplan.ca](http://www.mystudentplan.ca).

## Adding Family Coverage

Each year, you are given one opportunity to purchase family coverage for your spouse and/or dependent(s) by completing an application form through the Student Benefits Plan Office and paying the family coverage fee. All family add-on forms and fees must be received by the specified deadline. Your family can only be covered while you are a student on the plan(s). **Family coverage must be renewed by the student each benefit plan year.**

## Coordinating Multiple Plans

If you are an eligible student and have comparable coverage you may wish to coordinate your plans. Benefits under the two plans can be coordinated to increase your coverage up to 100% of the actual expense(s) incurred. For example, following payment under this plan you can submit outstanding balances to the other plan for consideration.

[www.mystudentplan.ca/norquest](http://www.mystudentplan.ca/norquest)

## Mental Health & Wellness Program

mywellness is a student mental health and wellness program that is also provided by SANQC. Through mywellness you can access support resources, online counselling, a toolbox full of helpful solutions, and a free mental health assessment.

**Visit [mywellnessplan.ca/norquest](http://mywellnessplan.ca/norquest).**

## Opting Out of Coverage

If you are an eligible student and have comparable health and/or dental coverage you may apply to opt-out of the plan(s). Each student is given one opportunity to opt-out of the health and/or dental plan(s) each year. All opt-out forms must be completed online or through the Student Benefits Plan Office and must be received by the applicable deadline. You will not be able to opt-out of coverage at any other point during the school year.

**No exceptions will be made if the deadline is missed.** It is the student's responsibility to pay the plan fees, should they miss the applicable opt-out deadline. Approval of your opt-out will result in the plan fee being credited. Once your opt-out has been accepted, it will remain in force as long as you remain an eligible student.

## Loss of Comparable Coverage

If comparable coverage used to opt-out of the student plan terminates, or coverage provided to cover eligible dependents terminates, students have 30 days from loss of coverage to notify the Student Benefits Plan Office in order to opt in and be covered under the student plan. Confirmation of loss of coverage is required upon re-application.

---

## SANQC Student Benefits Plan Office

SANQC (Room 1-114)  
780.644.6250  
[students.association@norquest.ca](mailto:students.association@norquest.ca)

## Policy Information

Insurer: Canada Life  
Policy No: 159908 | Division No: Leave Blank  
Identification No: Your Student ID  
Plan Name: Students' Association of NorQuest College  
Claims Inquiries: 1.800.957.9777

Canada Life Assurance Company  
London Benefits Payments  
255 Dufferin Ave, London ON N6A 4K1

**Emergency Out of Province Coverage and Assistance is provided by RSA Travel Insurance under policy: 1170807.**