



Frequently Asked Questions

Health and Dental

Where and how can I obtain my pay direct card?

You can print your pay direct card [here](#).

You can also obtain this card on the Studentcare Mobile App [here](#). You will add the 8 digits of your student ID #, your name, and your signature on the card. This card is for dental and drugs direct billing. If the information on the card is not in the system at the pharmacy or at the dental office, please call Student Care at the phone number on the card: 825-205-9873

What is the Group # and Certificate # of my extended health and dental plan?

This information is on your pay direct card:

Group #: Q1204

Certificate #: 0+8-digit student ID number

Can I go to any dental office?

You can go to any dental office of your choice; however, there is a list of dental offices offering discounts for graduate students [here](#).

Please contact the dental office for information on how the discount is applied to your bill.

My dentist is recommending expensive dental work, how much will the insurance cover?

Please contact your dental office and request that they send a predetermination of the cost directly to Desjardins Insurance – you will need your pay direct card that has your certificate and group number. You will receive in the mail a letter from Desjardins telling you how much exactly will be paid by the insurance. This way you will know beforehand how much you will have to pay.

The website states that the dental plan covers 70% of cleaning cost, but the insurance payment I received was less than 70% of the total cost.

The dental plan covers up to 70% of the “insured portion” according to The Provincial Dental Fee Guide (province where was performed.) In Alberta, dental offices do not necessarily follow Alberta Fee Guide, so every office charges differently. If, for example, the dental office charges \$50 extra, this extra amount will not be included in the insured portion of which the insurance pays 70%.

What is the dental deductible and when it is payable?

There is a deductible of \$20 per person or \$40 per family per coverage year which is the same as your academic year. The deductible is payable on the first dental claim of the coverage year.

How do I find out if a prescribed drug is covered?

Please call Student Care at: 825-205-9873 and provide either the Drug Identification Number (DIN) or the name of the drug, and they will let you know if it is covered or not.

Alternatively, at the pharmacy, when you show your pay direct card, they will be able to check in the system and tell you whether or not the drug is covered by the plan.

What if a prescribed drug is not covered by the plan?

You can consult your pharmacist to suggest other alternatives. If there are no alternatives or if the alternatives are also not covered, you can fill out a Drug Exception Request Form -- available at the GSA front desk and online [here](#).

Have the form completed by your physician and send it to Student Care at the fax number or the email address on the form. You will be contacted by Student Care by email or phone, and they will let you know if your request has been approved or denied.

How can I submit a claim for medical receipts?

You can download the mobile App on your smart phone [here](#).

First, you will create an account with your personal information, and then you can send all your claims by taking pictures of the receipts and send them through this App.

Alternatively, you can print the Health Claim Form [here](#).

Complete the form and send it with the receipts and required documents by mail to the mailing address on the form. Once your first mailed paper claim is processed, you will be able to create an online account at: www.desjardinslifeinsurance.com and you will be able to submit your next claim online using this online account.

How can I opt out of the Health and Dental plan?

In order to opt out of the extended health and dental plan, you must provide proof that you have an alternative extended health and dental coverage other than Alberta Health Services. Opt-Outs requests are submitted online [here](#).

Opt-Outs must be submitted during the month of your annual registration when your academic year starts: September, January, May, or July, and before the fee deadline. As a graduate student, you need to submit your Opt-Out request yearly. Information about the Change of Coverage dates can be found [here](#).

How can I add my dependents to the plan?

You must submit your dependents enrolment request during the Change-of-Coverage Period at the beginning of the month of your academic year: September, January, May, or July. The health and dental plan fees for dependents must be paid separately from your tuition fees, and payment should be made directly to Studentcare. The payment options are provided for you when you submit your enrolment request online. You can either send the payment by cheque/money order made payable to “Studentcare”, or use online banking by adding “Studentcare” as a payee and using the transaction number provided in your online enrolment confirmation email as the account number.

I am currently on a Leave of Absence; how will this affect my extended health and dental coverage?

Your coverage year starts with your academic year in September, January, May, or July. If, for example, your academic year starts in September 2020, and your annual general fees for Fall 2020 include health and dental fees, your extended health and dental coverage will be active for the period from Sep 1 2020 to Aug 31 2021, even if your Leave of Absence takes place during any term in between. If your Leave of Absence extends after August 31, 2021, you must contact Student Care at: 825-205-9873 to enroll yourself in the plan and confirm your coverage will be active for the following academic year.

I opted out of the extended health and dental plan, but I have just lost my alternative coverage. How can I opt back in?

You can opt back into the plan within 30 days from the termination date of the alternative coverage by contacting Student Care at: 825-205-9873.

I am a visiting student, am I eligible to opt in to the extended health and dental plan?

Visiting students are not assessed health and dental fees, so they are not automatically enrolled in the plan. You have the option to enroll yourself in the plan if you are eligible for Alberta Health Services depending on how long you are staying in Canada and are assessed the GSA Membership fee. Please visit www.health.alberta.ca for more information or contact them to confirm whether you are eligible or not.

How do I know if I am covered by the extended health and dental plan?

Check the breakdown of your annual general fees; if they include the health and dental fees, you are automatically enrolled in the plan. In order to confirm that your coverage has been activated and to confirm the period of coverage, you need to contact Student Care at: 825-205-9873. If your annual general fees do not include the health and dental fees, you can enroll yourself during the month of your annual registration (September, January, May, or July) and by the fee deadline [here](#).

I am new to Calgary, what do I need to do to obtain my Alberta Health Insurance card?

Please visit <https://www.alberta.ca/ahcip.aspx> for the updated information on how to apply for Alberta Health Insurance card. You can also contact them at: Toll-free in Alberta, dial 310.0000, Outside Alberta, dial 780-427-1432. For general inquiries you can also email them at health.ahcipmail@gov.ab.ca

I have coverage through work, parent, or spouse, can I keep the GSA extended health and dental coverage?

You can keep the GSA plan and combine both plans to maximize your coverage. You will submit your claims to your primary insurance first, then when you receive the payment, you will submit a claim to Desjardins (www.desjardinslifeinsurance.com) with the explanation of benefits that you receive from your first insurance provider.

My academic year starts in September, but I will finish my grad study in April. When will my coverage be terminated?

As a September registrant, your coverage is active for your full student year. As an example, if your period is: Sep 1 2020 – Aug 31 2021, your coverage will be terminated on August 31 2021 even if you graduate any time before that.

General Fees

I don't use the Calgary transit system; can I waive the Upass fee? Why not?

No, you cannot waive the Upass fee; it is mandatory for all graduate students at the University of Calgary. This is a unique program offered by the City of Calgary for post-secondary students.

The UPass is made available to University of Calgary students as a collaborative program between the City of Calgary and the University. The UPass sticker is applied to the Unicard which entitles full time graduate students access to transit services at a reduced rate. The City of Calgary sets this fee directly; this is not a fee that the University of Calgary negotiates.

For all up to date information about the UPASS program, you can go [here](#).

Is the GSA fee mandatory for all graduate students?

Yes, the GSA fee is mandatory for all graduate students at the University of Calgary. All full time, part time, or distance graduate students are members of the GSA and are entitled to all services the GSA offers:

- [Extended Health and Dental Plan](#)
- [Social events](#)
- [Awards, grants, bursaries](#)
- [Graduate Assistantship Collective Agreement](#)

To learn more about each service, please visit the GSA website www.gsa.ucalgary.ca

What is the grad group insurance fee (\$11 per year)?

This annual fee is for the University of Calgary Accident Group Insurance for Graduate Students through SSQ Financial Group, Policy#: 1CW35. The coverage is for accidental death and dismemberment resulting from injury. This is a mandatory fee that all students are required to pay.

For more information, please visit University Human Resources [here](#) or call: 403-210-6212 or contact SSQ Financial group directly at: 1-0888-651-8181.

Can I waive the grad bursary donation fee (\$10)? How?

Yes, you can fill out a form available at enrolment services. You can contact their office here.

Please send the completed form to the fax number on the form or submit it at the registrar's office.

How much am I paying for health and dental coverage per year?

Please find the updated health and dental fees for your single coverage [here](#).

How much more do I have to pay when I add my dependents to the plan?

The extra health and dental fees to add one dependent or more are available [here](#).

Other

How can I get my UniCard?

You can apply for the UniCard online [here](#).

How can I submit my Professional Development Grant or GSA Bursary application?

All applications must be submit [here](#). Applications, Terms of Reference and other information about grants can be found at: gsa.ucalgary.ca/financial-support/grants Information about bursaries can be found at: gsa.ucalgary.ca/financial-support/bursaries. Questions about awards, grants, and bursaries should be emailed to: awards.gsa@ucalgary.ca