



Saitsa Student FAQ - 2020/2021

What is the cost and duration of the benefit plan?

The cost of the Plan for the 2020/2021 school year is **\$122.00** for the Health Plan, and **\$130.00** for the Dental Plan. The 12 month Health and Dental Plan commences on the first day of the month your school year begins.

How do I opt out?

As an eligible student, you can choose to exclude yourself from the Plan if you are enrolled in another Health/Dental Plan. Visit Saitsa.com/Benefits and select the "Opt Out" form. Once you have completed the form, you will receive an email confirming that you have submitted a request to opt out. Please keep a copy of this email for your records. All opt out requests are reviewed within 1-2 business days, after which you should receive an email either informing you that your opt out request was approved, or that additional information is required.

The deadline to **Opt Out** or to **Add Dependents** depends on the date your course begins.

If your course begins in:

- **September 2020** the deadline for both, is **September 18, 2020**;
- **January 2021** the deadline for both, is **January 22, 2021**;
- **May 2021** the deadline for both, is **May 21, 2021**.

Please note: The opt out process must be completed each year. When your opt out request has been approved, it will remain in force for the entire student year unless your alternate health and/or dental plan terminates. You will have 30 days from the loss of coverage to notify the plan administrator in order to be covered under the Saitsa Plan for the remainder of the student year. You must provide a copy of a notice of termination and pay the applicable fees.

What are the advantages of registering on the website?

There are many features on the website that will help to make your Plan more accessible and easy to use. The studentbenefits.ca website features printable benefit cards, up-to-date benefits balances, online claim submission, direct deposit registration, access to your claim history, a live chat feature, access to all plan documentation, and more.

You can register your account by visiting Saitsa.com/Benefits and clicking "Register Here". Complete the registration form using your email address, Student ID number, and personal information.

Is there an App I can download?

There is a Student Benefits App that allows you access your benefit card(s) and submit new claims conveniently. You can review your claim history, view up to date benefit balances, check your coverage, and much more. Visit your app store and search for Student Benefits to download it.

How do I add my dependants and what is the related cost?

You can add your spouse and dependant children by going to Saitsa.com/Benefits, clicking on "Add Dependants", and completing the form in full. Once approved, the fee will be applied to your student account. The deadline to add your dependants depends on the date your course begins. See the previous page for deadlines for the 2020/2021 year.

Health Fees

- Add one dependant for an additional **\$165.00**
- Add all your dependants for an additional **\$200.00**

Dental Fees

- Add one dependant for an additional **\$185.00**
- Add all your dependants for an additional **\$250.00**

How do I make a claim?

Ask your health care provider if they will direct bill to The Campus Trust on your behalf, to save you from having to pay for your services out of pocket. Once you have registered an account, you can find your card on studentbenefits.ca under the "Benefit Card" section.

Pharmacy Claims: Simply present your Pharmacy Card to your pharmacist when filling a prescription for drugs. The pharmacist will submit your claim electronically and you will only be responsible for the co-pay of the cost of the prescription.

Health Claims: If your health provider submits claims directly to The Campus Trust, simply present them with your Benefit Card. If the health provider is not set up to submit your claim directly, you must pay up-front and then submit the claim for reimbursement. Claims can be submitted by visiting Saitsa.com/Benefits, and clicking Submit a Claim. Alternatively, you can submit a claim via email, fax, or mail by printing a claim form (found in the Download Centre on studentbenefits.ca) and attaching your receipts. Please note: Doctor referrals are required for some expenses, and must be submitted with your claim. Please see your booklet for complete details.

Dental Claims: In most cases, your dental office will be set up to submit claims electronically on your behalf. You simply need to present your Dental Card and pay any amount that is not covered by the Plan. If the dental office is not able to submit your claim electronically, you will be required to pay for the treatment up-front and submit the claim to Student Benefits for reimbursement. Ask your Dental Office for a completed Standard Dental Claim Form. Simply sign the claim form after verifying your personal information, and submit the claim by visiting Saitsa.com/Benefits, and clicking Submit a Claim, or via email, fax, or mail.

Claims must be received within 6 months from the date of the expense.

Contact Information

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