

USEFUL TIPS

KEEP YOUR HEALTHCARE ACCESS CARD WITH YOU AT ALL TIMES. IT IS PROOF OF YOUR EMERGENCY HEALTHCARE COVERAGE WHILE YOU ARE IN CANADA.

WHAT IS THE HEALTHCARE ACCESS CARD?

The **guard.me** Healthcare Access Card functions as a prescription drug and emergency dental card - for eligible expenses just show your **guard.me** Healthcare Access Card. For more information select as follows: www.guard.me, select **guard.meCARES** services and click Healthcare Access Card.

WHAT IF I LOSE MY ID CARD OR POLICY?

To obtain copies of your ID Card, Policy Wording or Policy Summary, you can ask your school or you can login to your account by going to www.guard.me and clicking on "My Account".

WHO DO I CALL IN AN EMERGENCY OR TO GET INFORMATION?

Call the emergency assistance number located on the back of your ID Card. Multi-lingual help is available 24 hours a day, 7 days a week.

SEEKING MEDICAL CARE IN CANADA?

You can seek medical attention and services anywhere in Canada:

- A **Drugstore or Pharmacy** can help you find solutions for minor health issues without seeing a doctor. Pharmacists are trained to recognize and help you treat minor conditions.
- **mobileDOCTOR** allows you to conveniently connect with a doctor from your phone or computer anytime, anywhere and can eliminate the need to go to a walk-in clinic or hospital. Go to www.guard.me/mobiledoctor and sign up today.
- **Walk-in clinics** are where you can see a doctor for most health concerns. Visit your local walk-in clinic or go to www.guard.me and click on "Find a Canadian Clinic" to see clinics in your area.

Hospitals are for serious emergencies only.

Call 911 for emergency assistance

If the hospital asks you to pay, ask for an invoice and submit to **guard.me**.

HOW DO I MAKE A CLAIM?

For claims submission logon to www.guard.me, select "Submit a Claim" and follow the instructions.

HOW WILL I KNOW WHEN MY CLAIM HAS BEEN PROCESSED?

guard.me processes your claims quickly and efficiently. To track your claim, logon to www.guard.me select "MY ACCOUNT" then click on "Claims" and you will see the status of all your claims.

POLICY INFORMATION:

Please see over for a Summary of your **guard.me** Canada Policy. For additional information, visit your school, your school website or go to www.guard.me to download a copy of your policy wording

guard.me[®]
International Insurance

**SUPER STAR
SERVICE**



Enrollment and Claim Inquiries:

✉ customercare@guard.me

☎ 1-905-752-6220

☎ 1-877-873-8447

#myguardme



www.guard.me

Underwritten by:

Old Republic Insurance Company of Canada

100 King Street West, 11th Floor, Hamilton, Ontario, Canada L8N 3K9

Travel Healthcare Insurance Solutions Inc. o/a guard.me International Insurance

ISO9001:2015 Registered

SGS/2020

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CANADA

BENEFIT SUMMARY

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SERVICE	BENEFITS
Hospital	100% of eligible charges; Semi-private room; Private room where medically required
X-rays, Lab Testing	100% of eligible charges
Physician/Surgeon	100% of eligible charges
Psychiatric Hospitalization	100% of eligible charges; Hospitalization benefit is payable to a lifetime maximum of \$50,000
Psychotherapy	100% of eligible charges for a) psychiatrist inpatient fees following an emergency up to \$10,000 in addition to hospitalization benefit above or b) up to \$1,000 for outpatient psychiatrist or psychologist care
Eye Exams	100% of eligible charges up to \$100 for one non-emergency eye exam when 6 months of coverage is purchased
Paramedical Services	100% of eligible charges up to \$500 for Chiropractor, Acupuncturist, Naturopath, Chiropodist /Podiatrist – no referral from physician required
Physiotherapy/Speech Therapy	100% of eligible charges up to \$1,000; unlimited if provided as inpatient service
Private Nursing	100% of eligible charges up to \$15,000
Ambulance	100% of eligible charges

SERVICE	BENEFITS
Emergency Transportation	Taxi fare to or from a hospital or medical clinic up to \$100
Prescription Drugs	100% of eligible charges to a maximum 30-day supply; unlimited when hospitalized
Dental – Accidental Injury	100% of eligible charges up to \$4,000 for Emergency dental treatment as the result of an injury caused by an accidental blow to the mouth
Dental – Emergency	100% of eligible charges up to \$600 for relief of pain and suffering when 6 months of coverage is purchased
Medical Equipment & Supplies	100% of eligible charges for crutches, canes, wheelchairs, walkers, casts etc.
AccessAbility	For disabled students, coverage for Corrective Device Defect, Malfunction and Theft Protection
Annual Non-emergency Exam	100% of charges for one exam up to \$150 when 6 months of coverage is purchased
Out of Canada Coverage	All eligible expenses anywhere in the world except - coverage in USA limited to 30 days; no coverage in Home Country unless part of school or training program

SERVICE	BENEFITS
Pregnancy	Serious complications to pregnancy covered
Family Transportation	When you are hospitalized for more than 7 days, up to \$5,000 for air tickets, for 2 family members to join you; up to \$1,500 for expenses
Air Evacuation/Return Home	100% of the cost to transport you to the nearest hospital or to a hospital in your Home Country
Accidental Death and Dismemberment	\$50,000 (optional coverage available up to \$200,000)
Common Carrier	\$100,000
Trauma Counselling	Up to 6 sessions if an insured suffers a loss under the accidental death and dismemberment benefit
Burial in Host Country	Up to \$5,000 for the cost of preparing the remains, cremation or burial and a burial plot in the location where death occurs
Repatriation of Deceased	Up to \$15,000 toward the cost of preparation and return to your Home Country

important notice:

- This is a summary of benefits available under the **guard.me Canada** policy.
- Certain limitations and exclusions may apply.
- Full details are found in the **guard.me Canada** policy available at www.guard.me.
- The actual policy wording governs.
- All benefits are in Canadian currency and are per 365 day period.
- Prior approval required for certain benefits.

COVERAGE UP TO \$2,000,000