

A HELPFUL GUIDE

Using Your Student Insurance Website

INGLE[®]
INTERNATIONAL

Global Insurance Pioneers since 1946



Ingle International is here to help.

Lucky you! In addition to your insurance coverage, you also have a personalized student insurance website that has everything you need to know about your Ingle International plan. Use this guide to help you navigate through all of its features.

STEP 1

Insurance

On the home page you will find the following resources:

- 1.** Policy Wording: this is a legally binding contract between you and Ingle International. Ingle uses the same document to review your claim.
- 2.** Summary of Benefits: this is a shortlist of what your policy covers and it is available in many languages, including your own.
- 3.** Claim Form: every time you see a doctor, you will need to complete a claim form.

Under the Products tab you will find:

- 4.** Third Party Liability Coverage*: this is for accidental damage to your homestay.
- 5.** Visitors to Canada: if you have a friend or family member coming for a visit, they can buy their own insurance online.

*Third Party Liability Coverage is not available with all plans. Click on the Products tab for confirmation

STEP 2

Services

On the homepage, under the Services tab, you have access to the following services:

- 1.** Seeing a doctor: it might be different than in your home country. Click on Seeing a Doctor, under the Services tab, to know before you go.
- 2.** Claims: learn how to submit a claim or upload one using the online tool.
- 3.** Insurance 101: get the facts about how insurance works.
- 4.** Health Services: access both the Student Health & Wellness portal, as well as the Find-a-Doctor tool. The Find-a-Doctor tool will help you locate a medical facility instantly.

STEP 3

Find-a-Doctor

Feeling unwell? Locate a doctor in a few clicks.

- 1.** Click Services, navigate to Health Services, and click on Find a Doctor.
- 2.** Enter the information required and click Search. Note: a postal code is not needed.
- 3.** View a map and see a list of doctors in your area*.
- 4.** Choose the best care facility for your illness or injury. Call the facility before you leave to confirm availability and wait times.

* Call Emergency Assistance before you go to reconfirm any facility that indicates **Direct Billing**.

STEP 4

Resources

Ingle has lots of great reading materials for you to stay well informed.

- 1.** Materials include articles related to insurance, health, wellness, and education. Click on the Articles tab for access.
- 2.** Use the search bar to find topics that are of interest to you.
- 3.** The FAQ tab provides you with some answers to common questions.
- 4.** The Ingle Contact Centre can answer your questions too. On your Ingle student website, select the Contact tab, click on Customer Service, and send your question directly to Ingle International.

KNOW WHO TO CALL

Emergency Assistance

Toll-Free: 1.800.295.5205

Call Collect: 1.416.640.4416

Emergency Assistance, Intrepid 24/7, must be notified within 48 hours if a student:

- ✓ is being hospitalized for any reason
- ✓ requires surgery of any kind (including dental)
- ✓ needs an MRI or CT scan
- ✓ needs air transportation
- ✓ is seeking medical attention of any kind outside of Canada

See policy wording for more information.

Intrepid 24/7 also assists students with services including:

- ✓ Locating the nearest medical facility
- ✓ Coordinating billing
- ✓ Questions about coverage
- ✓ Submitting a claim
- ✓ Arranging emergency transportation

Ingle International

Toll-Free: 1.888.386.8888

Direct: 1.416.644.4870

Our call centre can assist with:

- ✓ Buying travel insurance for visiting friends and family
- ✓ Information on your insurance options after you graduate or leave school
- ✓ Making changes to your existing coverage (name, date, or plan changes)*
- ✓ Claims status

*If your school arranged your insurance coverage, contact them to make any changes.