STUDENTCARE & THE SU H&D PLAN

PRESENTED BY COLTEN YAMAGISHI
AGENDA

1. Our Story
2. Our Relationship
3. Our Services
   A. Member Services
   B. Communications
   C. Reporting
   D. Networks
4. Looking Forward
Changing the Face of Student Health

For Students With Students By Students

From Startup to Market Leader
YOUR STUDENTCARE SUPPORT TEAM

Kristin Foster
Director, Partnership & Development

Del Pereira
Director, Partnership & Development

Sophia Haque
Director, Partnership & Development

Alex Golovko
Program Manager

Bahareh Jokar
Program Manager

Azim Wazeer
Program Manager

Lev Bukhman
President & CEO

Kirsten Le Moyne
Chief Privacy Officer
Director, Data & Integration

Diana Alves
Director, Marketing

Colten Yamagishi
Program Manager

Vanessa Parent
Program Manager
Studentcare: Quick Facts

- **21+ Years Experience**: Founded in 1996, we are the leading provider of student health plan in Canada.

- **60 Partner Institutions**: We are well respected amongst your peers. We partner with 75 institutions & 90 associations across Canada.

- **$15 M Network Savings**: We saved our members $15 Million Dollars annually through our exclusive network.

- **90 Partner Associations**: We continued to be a trusted partner. Over 100,000+ new members joined Studentcare in 2016-2017 alone.
Serving over 900,000 Students across Canada
Experience
Understanding
Student Specific Issues

Track Record
Supporting Initiatives
(ASLS, Antifreeze)

Results
The Preferred Choice for Student Associations Across Canada
OUR RELATIONSHIP
2009  Plan Launch: 1st Universal Opt-Out in Western Canada

2012  Insurer Marketing Process saves students over $1 million

2014  Studentcare contributes to SUB Renovation and Bill Smith Room

2015  Studentcare and the SU partner to increase Mental Health Coverage

2016  Increase of Dental Network Discount from 20% to 30%

2017  Studentcare becomes title sponsor of Alberta Student Leadership Summit
We manage the Health and Dental Plan Student Experience
Serving SU members in the medium of their choice
A Seamless Service Experience

**MEMBER SERVICES CENTRE** – Open 9am-5pm to address student questions and concerns

**INTEGRATED SOLUTIONS** – CRM system helps track all interactions with students

**REAL-TIME OPT-OUT & ENROLMENT** – Available during the change-of-coverage period

**MOBILE APP** – Easy claiming & Plan information
Only provider to have a Dedicated Call Centre
With customized service for SU Members
Fully INTEGRATED SAGE CRM System

✅ All interactions, regardless of source, are logged. This includes phone calls, emails, live chats, etc.

✅ Cases are automatically assigned to the individual student’s file, which permits seamless integration of service platforms.

✅ Each interaction generates a new open case, or resets the case marker and reopens an existing case if the inquiry is relevant to a previous inquiry.
Privacy & Data Protection

• Only provider reviewed positively by Provincial Privacy Commissioners

• All data encrypted and stored in on-site servers at our Montreal office
Over 130,000 claims processed through the Studentcare app

**DOWNLOAD THE APP**

Search studentcare mobile to download now!

- Available on the App Store
- Android App on Google Play

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**MAIN FEATURES**

**Quick Claiming & Reimbursement**
Take pictures of your receipts, submit your claim, have your claim quickly processed, and receive a refund by direct deposit.

**Claim History**
Never wonder about past claims or reimbursement details again. Your personal history is located in one handy, secure place.

**Coverage**
Access a quick summary of your Plan’s coverage.

**Electronic Pay-Direct Card**
Use the electronic Pay-Direct Card when visiting a pharmacist or health practitioner that offers the pay-direct service; the pharmacist or health practitioner will be able to process your claim automatically.

**Travel Emergency**
Don’t worry about misplacing or forgetting your emergency travel contact information while abroad. This app stores it for you!
In-House Communications Team

- Multilingual Materials
- Video Tutorials
- Automated Confirmation emails
- SU Micro Site
- Reporting & Professional Surveys
- Print Material
- Multi Media Approach
- Tracked Email Campaigns
- On Campus Orientation events
All documents in one place

Easy access to locate network practitioners

Claiming made easy

Live online opt-out

Rich media

Video tutorials to guide students

Knowledge is power

How to save more

Amazing travel plan
Reporting & Surveys

- Accurate & transparent
- Macro-level analysis of healthcare trends
- Ability to forecast and set long-term direction using student feedback
- Provides an evaluation of our student services and communications

ACCOUNTABILITY
Studentcare National Mental Health Survey

“More counselling hours, more advertising of resources.”

“More advertising throughout the year”

“More qualified counsellors”

“Increased peer acceptance of those who need support”
NETWORKS - SAVING STUDENTS MONEY

• We PIONEERED this concept for student Health & Dental Plans
• Proprietary Program, with informed practitioners
• 4,000 across Canada, $15 million in annual savings nationwide
NATIONAL HEALTHCARE PROFESSIONAL NETWORKS

THERE ARE OVER 2,500 PROFESSIONALS ACROSS CANADA

TAKE ADVANTAGE OF EXCLUSIVE OFFERS IN YOUR AREA

Type the name of your association or school.

List of student associations
Dental Network in Action: Preventative Services

Network Coverage 30%

Insurance Coverage 70%

Total Coverage 100%

What You Pay For 70%

What You Get 100%
Pharmacy Network

**REXALL'S EXCLUSIVE SAVINGS FOR STUDENTS**

**10% off**
10% off your prescription drug costs (up to a maximum of $40)
Simply present a copy of your Pay-Direct Card to your Rexall pharmacy and your pharmacist will process your claim immediately.

**20% off**
20% off on regularly priced Rexall brand products
Includes Be Better, KIT, Nosh & Co., Rose & Robin, and Savvy Home, when you present your Rexall Exclusive Savings Card and your valid Student ID card at time of purchase.*
Our EXCLUSIVE Psychology Network
24/7 accessible, confidential counselling services to empower students to thrive
WHAT IS IT?

Offers psychological counselling and academic-life services on topics including:

- relationships
- family care
- pressure & stress
- depression & anxiety
- financial
- educational conflict
- nutrition
- addictions

Designed to complement existing on and off campus resources and fill the gap during currently under-serviced times – ex. Evenings, weekends, & holidays. Provides opportunity for integration with campus resources.
MULTIPLE CARE OPTIONS

• Students decide how they wish to seek support

• One format isn’t encouraged over another unless there is a more clinically appropriate option (ex. substance abuse)
MEDICAL MARIJUANA

- Studentcare, one of the first to negotiate coverage for this medication (covered by Waterloo since 2013)
- At the forefront of developing policies for Medical Marijuana as part of student health plans
- Experienced and customized case management
- Respectful and understanding process
- Compliance with all regulations, both federal and provincial
At Pride at Work Canada we believe that your sexual orientation, gender identity or gender expression shouldn’t hold you back from getting a job or succeeding in the workplace. That’s why we’re proud to work with our 70 National and Regional partners that share our vision of a nation where LGBT Canadians can achieve their full potential at work.

Our partners maintain access to a unique range of benchmarking, training and employee engagement services that help support positive environments for LGBT workers and their allies. For information about how we can support your LGBT inclusion efforts visit prideatwork.ca or email info@prideatwork.ca
LGBTQ+ INCLUSION

• Created a Coordinator of Social Strategies to oversee approach to workplace diversity and LGBTQ+ inclusion

• Introduced gender-neutral communications

• Internal system to track students’ chosen names

• Recognized by Pride at Work, a non-profit organization that helps develop workplaces where LGBTQ+ employees feel safe, comfortable, and able to realize their full potential
Per Capita Claims - Health

2014-2015: $78.99
2015-2016: $90.94
2017-2018: $100.98
2018-2019 (Projected): $114.17

Per Capita Claims - Dental

2014-2015: $93.27
2015-2016: $107.51
2016-2017: $115.31
2017-2018: $107.57
2018-2019 (Projected): $107.30
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<th>Plan Fee</th>
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<td>$288.49</td>
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<td>Premium Guarantee (2019-2020)</td>
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<td>University Admin Fee (0.25% of Plan Fee)</td>
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<td><strong>Plan Cost (2019-2020)</strong></td>
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<td><strong>$156.87</strong></td>
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<td>Current Plan Fee (2018-2019)</td>
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<td>% Difference</td>
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Questions & Comments