



# Health Insurance

## For New International Students



### List of medical facilities that bill direct to MSH International for patients insured under iMED Health Insurance

**Please Note:** You are **not** required to use the clinics or pharmacy listed, but they offer the convenience of billing *eligible medical expenses* to MSH INTERNATIONAL (Canada) LTD., the iMED insurance claims administrator, so you do not have to pay up front. If your medical expense is not covered under the iMED policy, or if the clinic or pharmacy is unable to confirm the eligibility of your expense at the time of service, then you will be required to pay the clinic or pharmacy.



To Access a direct billing facility you will need to show your **iMED Card**, and you may be required to present photo identification.

### Direct Billing Facilities on or near UBC Vancouver Campus:

#### UBC Student Health Service (for UBC students only)

Main Floor, Room M334 at UBC Hospital - 2211 Wesbrook Mall, Vancouver BC

Tel: 604-822-7011 Email: [student.health@ubc.ca](mailto:student.health@ubc.ca)

<http://students.ubc.ca/livewell/services/student-health-service>

#### University Village Medical Clinic (two locations)

#228 - 2155 Allison Road, Vancouver BC

(in the University Village above Staples)

Tel. 604-222-2273 (ext. 2)

5933 Birney Avenue, Vancouver BC

(UBC South Campus)

Tel. 604-222-2273 (ext. 1)

[www.universityvillageclinic.com](http://www.universityvillageclinic.com)

#### University Pharmacy

5754 University Blvd., Vancouver BC (in UBC Village)

Tel. 604-224-3202 [www.universitypharmacy.net](http://www.universitypharmacy.net)

### For Serious Emergencies

#### UBC Hospital - Urgent Care Centre

(Open 8am – 10pm)

2211 Wesbrook Mall, Vancouver BC

#### Vancouver General Hospital - Emergency Room

(Open 24/7)

920 10<sup>th</sup> Avenue West, Vancouver BC

Switchboard Tel. 604-875-4111



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### **Direct Billing Facilities on or near UBC Okanagan Campus:**

#### **UBC-O Student Wellness Clinic**

To book an appointment call the front desk: [1-250-807-9270](tel:1-250-807-9270)  
<https://students.ok.ubc.ca/health-wellness/student-health-clinic/>

#### **Turtle Bay Medical Clinic**

#802-11850 Oceola Road,  
Lake Country, BC  
Phone: (778) 480-6890  
[www.turtlebaymedical.ca](http://www.turtlebaymedical.ca)

#### **Orchard Medical Centre & Walk-In Clinic**

104 – 1990 Cooper Road,  
Kelowna, BC  
Phone: (250) 861-3235  
[Medimap profile](#)

#### **Lyte Medical**

(Telemedicine Clinic)  
1555 Banks Road  
(Inside Walmart)  
Kelowna BC  
Phone: (236) 766-1858

#### **Academy Hill Medical Clinic**

975 Academy Hill Way #109  
Kelowna, BC  
Phone: (250) 300-3284  
[www.academyhillmedical.com](http://www.academyhillmedical.com)

#### **West Kelowna Medical Centre**

105-2231 Louie Drive  
Kelowna, BC  
Phone: (250) 768-6985  
[www.westkelownamedical.com/walk-in-clinic](http://www.westkelownamedical.com/walk-in-clinic)

#### **Whitefoot Medical Clinic (near Big White Ski Resort)**

5375 Big White Rd, Beaverdell  
Kelowna, BC  
Phone: 250-765-0544  
[www.whitefootclinic.com](http://www.whitefootclinic.com)

### **For Serious Emergencies**

#### **[Kelowna General Hospital](#) – Emergency Room (open 24/7)**

2268 Pandosy Street  
Kelowna BC  
Phone: (250) 862-4000

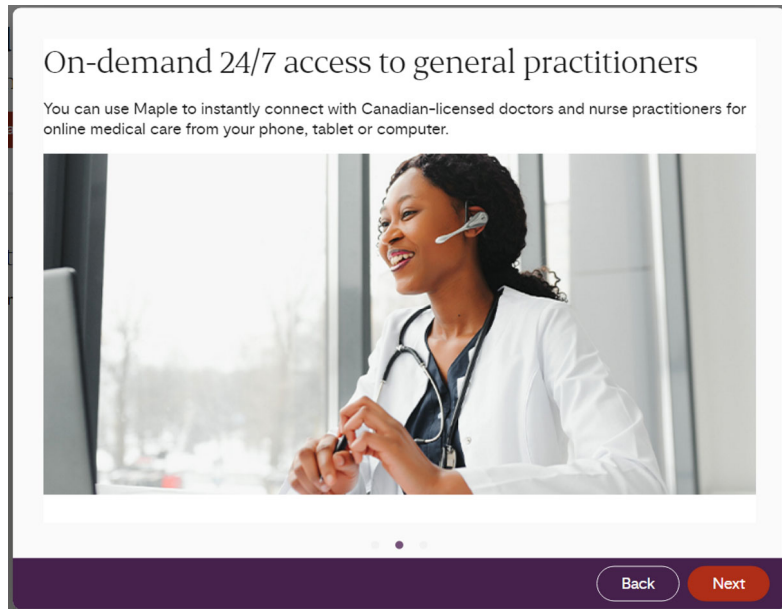


# Health Insurance

## For New International Students

Get free virtual doctor consultation at [www.getmaple.ca/imed](http://www.getmaple.ca/imed)

maple



### When and how can I access free doctor consultation with Maple?

Students whose iMED policy effective date is August 1st, 2023 or later get a free subscription to virtual consultation with Canadian doctors through the Maple app. Dependent family members accompanying you in Canada who are added to your iMED policy may also access your free Maple account, but only while your iMED policy is active.

Register at [www.getmaple.ca/imed](http://www.getmaple.ca/imed) with the Member Policy Number on your iMED Card. Your free subscription will be active until your iMED policy expiry date. If you obtain provincial health coverage under BC Medical Services Plan (MSP) you will be able to continue to have free access to Maple virtual care using your MSP personal health number.

### How does free Maple doctor consultation work with the iMED policy terms?

Even if your virtual doctor consultation with Maple relates to a condition or circumstance that is excluded in your iMED policy, *the virtual doctor consultation with Maple* will still be free of cost to you. However, **please note** that coverage for other medical expenses such as for medication, tests, specialist care, ambulance, hospitalization, or other ancillary medical services remain subject to the iMED policy terms and conditions, *even if recommended or prescribed by a Maple physician*. Please refer to your iMED policy wording for coverage details. To confirm eligibility of further medical services for your condition, and get help for how to submit a claim to iMED insurance call **MSH Assistance** at **1-800-808-2694** (open 24/7), or write to [mshassistance@mshassistance.com](mailto:mshassistance@mshassistance.com)



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### WHO TO CONTACT FOR HELP REGARDING iMED Health Insurance

**For 24/7 Emergency Assistance, Pre-Authorization of Medical Services, and Claims Inquiries:**



#### **MSH Assistance**

**Tel:** Call Toll Free (Canada & US) Tel: **1 (800) 808-2694 (Open 24/7)**

or call collect to 1 (403) 538-2364

**Fax:** 1 (416) 730-1878

IF YOU ARE HOSPITALIZED YOU MUST CALL **MSH** IMMEDIATELY.

**Email:** [mshassistance@mshassistance.com](mailto:mshassistance@mshassistance.com)

**For inquiries about iMED Enrollment, the iMED Card, and additional support:**



#### **David Cummings Insurance Services Ltd. (DCIS)**

**Tel:** 604.228.8816 or 1.800.818.3188 (North America Toll Free)

**Email:** [imed@david-cummings.com](mailto:imed@david-cummings.com)

[www.david-cummings.com/imed](http://www.david-cummings.com/imed)