University Health Insurance Plan

Employees and visitors working and/or studying at the University of Guelph must have insurance to pay for health care services and medical treatments for themselves and family members who come with them. Enrollment in the University Health Insurance Plan (UHIP) is mandatory for anyone not covered under the Ontario Health Insurance Plan (OHIP) unless approved for an exemption from UHIP (see UHIP.ca [1]) or if visiting the University for less than 2 weeks. Eligible dependants are also covered. UHIP benefits are underwritten by Sun Life Assurance Company of Canada.


OHIP Coverage

Once you are covered by OHIP, you no longer need to have UHIP coverage and you can stop your coverage at that time. Please note that requirements for OHIP eligibility are different for employees than they are for an employee’s dependents. For more information about OHIP, such as eligibility and waiting periods, visit the Ministry of Health and Long-Term Care website [3]. To visit the Guelph OHIP office, located at 1 Stone Road West (OMAFRA building), please call 1-888-376-5197 to book an appointment.

Enrolling in UHIP

You must enroll in person upon arriving on campus.

- Contact the Administrative Assistant/Secretary in your department at the University of Guelph where you will be provided with an Employee Identification Number.
- Contact a Human Resources Service Associate to obtain enrolment and complete insurance information.
  To book an appointment call 519-824-4120 extension 53374 or e-mail Human Resources [4].
- UHIP Member Contact List [5] (who to contact)

Late Enrollment

If you enroll late, you must pay premiums retroactive to your employment start date. If you enroll your family members more than 30 days after they arrive in Canada, you must pay a late application fee of $500 plus retroactive premiums to your employment start date.

UHIP Coverage

In general, UHIP covers medical emergencies, hospital services, doctors’ services, laboratory and x-ray services in Ontario only and within the limitations of the plan. For a comprehensive look at what UHIP covers, please visit the UHIP website [6].

Note: UHIP does not provide full coverage against all medical expenses. If you are not comfortable with the level of coverage provided by UHIP, you can purchase additional private health coverage.

Finding a Health Care Provider that accepts UHIP

By accessing the Sun Life Preferred Provider Network [7], you’ll find a health care provider close to you that recognizes the UHIP plan as valid health insurance coverage. These physicians, clinics and other health care
University Health Insurance Plan
Published on Human Resources (https://www.uoguelph.ca/hr)

providers will:

- charge Sun Life directly for your medical services/treatments at UHIP rates.
- ask you to fill out an Authorization Form at your first visit. This lets them bill Sun Life directly, instead of charging you.

**What to bring when visiting a Health Care Provider**

When you visit a health care provider you should always bring:

- your UHIP coverage card, and
- a claim form found on the UHIP website [6].
  - **Note:** there are sections on the claim form the health care provider will need to complete.

**Health Care Provider Billing**

In Guelph, there are some locations that bill UHIP directly such as Guelph General Hospital and the Homewood Health Centre. However, depending on where you go, you may have to pay the health care provider directly and seek reimbursement through UHIP. In some cases, the reimbursement may not cover the full cost of the medical service. For example, a walk-in clinic may charge $75.00 to $100.00 for a visit, but UHIP may reimburse you $42.00. The maximum UHIP will reimburse is 125% of the OHIP fee schedule. As well, there are some health service costs, or portions of health service costs, that UHIP does not cover. Visit the UHIP website [6] to find out which services are covered.

**UHIP claims reimbursements**

Guelph General Hospital and Homewood Health Centre (which provides specialized psychiatric services) are members of the UHIP preferred hospital network (PHN). UHIP and its service providers have worked closely with hospitals in Ontario to establish their preferred hospitals network. These hospitals have agreed that UHIP members will not incur any out-of-pocket charges for standard ward accommodations. You can visit the UHIP website [6] or call the UHIP insurer, in advance (toll-free at 1-866-500-8447, you will need your UHIP identification numbers), to verify whether the hospital you intend to visit has an agreement with Sun Life. All medically necessary emergency room visits, and the first 4 days of an emergency admission are reimbursed by UHIP at 100% regardless of whether or not the hospital is a member of the PHN.

**UHIP exemptions**

The current list of pre-approved plans is available on the UHIP website [6].

In order to be considered for an exemption from UHIP, you must:

1. complete the request from UHIP exemption form in full and sign it,
2. provide proof of coverage under one of the pre-approved plans.

**Note:** If you are covered under a plan other than a pre-approved plan, you must join UHIP and pay the required UHIP premium and may then apply for an exemption. In the unlikely event that your plan is subsequently recognized, you may be eligible for a refund of UHIP premiums.

**Information on the UHIP website (http://uhip.ca/ [6])**

- UHIP Booklet
- How much UHIP will cost (monthly premium tables)
- What UHIP pays for
- Current forms (eg. claim form)
Local Providers of Medical Services in Guelph

Emergency

- Dial 9-1-1 on your telephone. To report any life-threatening emergency situation requiring Ambulance, Police or Fire Department

Hospital

- Guelph General Hospital 115 Delhi St. Guelph, Ontario
  - Open 24 hours / 7 days a week 519-837-6440
  - UHIP Preferred Hospital Network member

Guelph Walk-In Medical Clinics

- Summerside Medical Clinic 175 Stone Rd W Guelph, ON N1G 5I4
  - Enter from within Walmart or directly from parking lot, 519-519-780-8585
  - Hours vary - call for information
  - Summerside Medical Clinic will bill UHIP plan directly, members are not required to pay up-front.

- Gordon Walk-In Clinic 1499 Gordon Street - In the Pharmasave Pharmacy Guelph, ON N1L 1C9
  - 519-265-6400 Hours vary - call for information.
  - Does not bill UHIP plan directly, members must pay up-front.

- Silvercreek Medical Clinic 105 Silvercreek Pkwy N. #103 Guelph, ON N1H 6S4
  - 519-822-8000 or 519-822-9363
  - Does not bill UHIP plan directly, members must pay up-front.
    - Mon 10 am-1:30 pm, 4 pm-6 pm
    - Tue 8:30 am-5 pm
    - Wed 9 am-6 pm
    - Thu 10 am-6 pm
    - Fri 9 am-5 pm
    - Sat, Sun 10 am-2 pm

Telehealth Ontario

For health advice or information from a nurse, you may wish to contact Telehealth Ontario, a free and confidential telephone service, available 24 hours a day, seven days a week. The nursing staff speaks English and French, have translation support for other languages, and a TTY for those with hearing and speech difficulties. To contact an English-speaking nurse, call 1-866-797-0000. For TTY, call 1-866-797-0007. A call to Telehealth Ontario does not replace 911 — that is always the first number you should call in emergency situations.