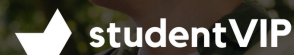


International Student Health Plan

Claims Submission Checklist



Submitting a Claim for Member Reimbursement?

Please make sure you have the following documents:



Completed Claim Form

Signature is required to verify payment to student



Invoice

Including all necessary information



Proof of Payment

From the vendor

Submitting a Claim for Provider Reimbursement?

Please make sure you have the following documents:



Completed Claim Form

Signature is required to verify benefit assigned to the provider



Invoice

Including all necessary information

What must be included on an invoice

- Date of service (DOS)
- Applicable Procedure codes
- Diagnosis or reason for visit
- Provider name and address

How Are You Submitting a Claim?

Submit a claim using our ISHP Claim form

Scan the QR Code or visit: bit.ly/ISHPClaimForm

By mail or fax

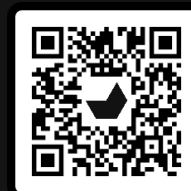
Cowan Insurance Group
700-1420 Blair Towers Place, Ottawa ON K1J 9J8
Tel.: 1-888-509-7797 | Fax: 613-741-7771

Cowan Member Portal

Scan the QR Code or visit: [Cowan Member Portal](#)



Scan
for the
Claim
Form



bit.ly/ISHPClaimForm

Reimbursement Methods

➤ **By Mailed Cheque** (default reimbursement method)

➤ **By Direct Deposit**

Students can submit their direct deposit information onto the form.

Communication to Student

An Explanation of Benefits (EOB) is issued to members for every submitted claim. You can access the EOB on our Group Member Access site with your secure login, or by mailed letter to your address on record. To access your electronic EOB on our Group Member Access site, sign in with your secure login details and click on "eStatements".

Questions? Call 1-888-918-5056
Email: info@studentvip.ca

Learn more about your
health plan **studentvip.ca**

