

Frequently Asked Questions

What do I do if I'm hospitalized?

You (or someone else on your behalf) must call WTP within 24 hours of admission to hospital: **1.877.605.7078 (toll-free in Canada and the USA) or +1.647.258.7055** (collect call worldwide). Failure to call WTP may limit your benefits to 80% of all eligible expenses.

WTP will open a file and assist you in accessing the services that you require. They will monitor your condition and will also arrange direct payment of any hospital bills.

What do I do if I need to go see a doctor?

You can visit a doctor through a doctor's office, walk-in clinic or hospital in your area. **If you use the Canadian Physician Network (a list of preferred physicians located on your school's website), you will not be required to pay up front.**

You do not need to call WTP for minor issues.

Bring your insurance card as proof of coverage.

You also need to bring a claim form. A claim form was included in your fulfillment package and can also be printed off your school's website.

What is not covered under my policy?

You can read about the Exclusions and Limitations section in your policy booklet, which was included in your fulfillment package. You can also visit your school's website and download your policy wording.

Important Information about Your Insurance Coverage

You can fax in your claim form to begin the claims process, but we will need all originals before we can finish processing a claim.

You are not covered for routine dental work (e.g. cleaning, check-ups, etc.) but you are covered for emergencies due to accidents, relief of dental pain and impacted wisdom teeth. (Please refer to your policy document)

You are covered when you travel outside of the province and Canada; please refer to your policy document for more information about limitations and restrictions.

Most medications that require a physician's written prescription are covered but cannot exceed a 30 day supply. **Please note** that over the counter medication is not covered, even if your doctor suggests you take it.

If you lose your insurance card, we can provide you with a new one. Email us at helpline@ingleinternational.com with your name, date of birth, address and the school board you belong to; we would be happy to send you a replacement.

If you have any questions about the claims process, please contact us at **1-888-386-8888** or email us at helpline@ingleinternational.com.

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