



**NSTU  
INSURANCE  
TRUSTEES**

update

## NSTU – MEDOC® Group Travel Plans Frequently Asked Questions

Every year active and retired NSTU members travel within and outside of Canada. Depending on the time of year, this travel may be for visiting family and friends or escaping the Nova Scotia winter. Whatever your reasons for travel and wherever you may go, it is important to have travel insurance, particularly if your travels take you outside of Canada. Below are a number of frequently asked questions on the topic:

**Q: *What does the NSTU Group Insurance Program offer with respect to emergency out-of-province/country travel insurance?***

**A: NSTU MEDOC® Out-of-Province/Canada Emergency Medical Insurance**

The NSTU Group Insurance Program offers the MEDOC® Group Travel Plan to both active and retired NSTU members. It is insured by Medavie Blue Cross and provides year-round coverage. A 35 day annual Base Plan can be purchased and provides coverage for an unlimited number of trips up to 35 consecutive days per trip during the policy year (September 1st to August 31st). For longer periods of travel, you can purchase a Supplemental Plan for additional protection to cover the period of time that you will be away. The Supplemental Plan provides coverage for one single trip longer than 35 days and includes the annual Base Plan coverage. Premium payments are made through

monthly payroll or pension deduction to the policy renewal, which is September 1st.

### **NSTU MEDOC® Trip Cancellation / Trip Interruption Plan**

The NSTU MEDOC® Trip Cancellation / Trip Interruption Plan is also available to active and retired NSTU members. This plan insured by Medavie Blue Cross, helps protect travellers against unforeseen circumstances that may prevent or discontinue a trip. This is also an annual plan that provides the following:

Trip Cancellation – up to a maximum of \$5,000 per insured person per annual coverage period.

Trip Interruption – up to a maximum of \$5,000 per insured person for each covered trip.

- Up to a maximum of \$3,500 for lodging, meals, car rental, telephone calls and taxi costs (\$350 per day).
- Up to a maximum of \$1,000 for loss of, or damage to, baggage and personal effects during a covered trip.
  - Personal effects – actual cash value or \$500, whichever is less.
  - Document replacement – up to a maximum of \$200.
  - Baggage Delay – up to \$400.

**Q: *What should you know and do if you have a medical emergency while outside of Canada?***

**A:** If you or an eligible family member have an unexpected illness or injury and you are insured under the NSTU MEDOC® Out-of-Province / Canada Emergency Medical Insurance Plan, it is extremely important to call or, if you cannot, have someone call for you the Medavie Blue Cross travel assistance provider at 1-800-563-4444 in Canada and USA or collect at 1-506-854-2222 elsewhere in the world. These numbers are on your ID card(s). Therefore, it is important that you bring this card with you when you travel and share the numbers with a family member or travel companion. You should also have access to your family's provincial health cards when you travel.

The travel assistance provider will ask a number of questions including some information that is on your ID card like your policy number. They will also provide a file or claim number before you finish the call with them. You should mark this number down as it will need to be provided each time you call. The travel assistance provider will also coordinate with any medical facility you are in or being transported to. They will also confirm coverage and approve medical testing and treatment.

If you choose not to call the travel assistance provider, eligible expenses will be reimbursed at 80%, except in extreme circumstances when you are unable to call.

For a trip cancellation or interruption claim, you must use the same contact numbers as indicated above for the medical coverage. Once you have contacted the assistance provider, you will be asked to provide additional information on the situation which may include proof of eligible expenses incurred and documented evidence that an eligible risk was the cause of the cancellation or interruption.

Preparation is the key to a smooth claims experience if you and/or an eligible family member have a medical emergency or have your trip cancelled or interrupted. Preparation should include the following:

1. Have all travel documents accessible.
2. Have your travel insurance ID card available and share its location with your family or travel companions.
3. Always call the travel assistance provider in the event of a claim.
4. Bring along your benefit booklet(s) for reference should you need them.

If you have any questions, please contact the Administrator, Johnson Inc. at (902) 453-9543 or 1-800-453-9543 (toll-free).