



# 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 - Emergency Department

(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  
[Medical directory profile](#)

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

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

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

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

#### **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](http://www.westkelownamedical.com)

### **For Serious Emergencies**

#### **[Kelowna General Hospital](#)**

#### **Emergency Room (open 24/7)**

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



# Health Insurance

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

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



**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)