

DELTA

SCHOOL DISTRICT INTERNATIONAL PROGRAMS

Using Guard.me and Making a Guard.me Claim

[Guard.me](#) is the medical insurance coverage short term students have. Students studying with Delta School District International Programs for less than 6 months will not have MSP. Students have a Guard.me number. We also have them on file but, for information security reasons, can only give them directly to the students.

Students: If you cannot locate the email with your Guard.me information, please contact our office

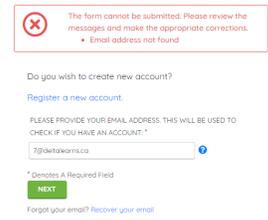
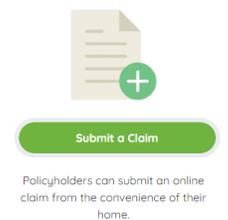
Guard.me requires students to use their primary insurance coverage from their home country first. They will not process claims if they see other primary insurance coverage.

Guard.me is also used by longer term students for medical and prescription drug claims not covered by MSP

Not all clinics and hospitals will be familiar with Guard.me. At the bottom of this form is a list of locations known by our staff to directly bill Guard.me. If the hospital or clinic will not direct bill the insurance provider, the student will have to pay upfront (with their own card) and then submit a claim on Guard.me's website.

How to Submit a Claim on Guard.me's Website

1. Go to [guard.me](#)
2. Scroll down and click on the Submit a Claim button.
3. If it is the first time for students to use this website, they may have to create an account. To do so, click on the register new account link. It will guide students to make an account and password.
4. After logging into the account, follow the instructions for making a claim and uploading medical forms / receipts. The following documents are typically required— Official Receipts, Payment Receipts, and Medical Records related to their visits.
5. It usually takes 7-10 business days to process a claim. The payment will be redirected as per selected payment method - Cheque, Direct Deposit, Wire Transfer, or Claims Reimbursement Card. The website also has an area to check on the progress of claims.



We recommend that students use the School Board Office's address when they go to the hospital.
4585 Harvest Drive, Delta, BC V4K 5B4
 For Guardme claims, it is best they use the homestay address as the reimbursement is often in the form of a cheque. There are other options for reimbursement if the student is close to their departure date. (see step 5)

[Delta Hospital](#) in Ladner - We are next door and can walk our card over to pay if the visit is during office hours.
 Clinics that direct bill Guard.me
[Delta Medical Center](#) in Ladner
[Colebrook Family Practice](#) in Surrey
[Elicare: Royal City Medical Clinic](#) in New Westminster