Frequently Asked Questions

Novel Coronavirus (COVID-19) and your McGill Supplemental Health & Travel Coverage with Manulife

1. **Does McGill’s supplemental health contract with Manulife include coverage for McGill members if they catch COVID-19?**

   COVID-19 is a recognized illness under the McGill supplemental health contract. When travelling, if you or a covered member of your family have a medical emergency and get sick (with COVID-19 or another illness) or injured, your Out-of-Canada coverage will pay for your emergency medical treatments. There are no restrictions or exclusions on where you travel under the Emergency Out-of-Canada benefit. However, due to the pandemic, there could be challenges obtaining medical care in some parts of the world. Additionally, travel restrictions and the availability of flights could affect the ability to get back to Canada for further care. For details on what’s covered, please refer to McGill’s HR website for further information.

2. **What if I face a medical emergency while abroad, who should I contact?**

   Members should contact Allianz Global Assistance, Manulife’s service provider for out-of-country travel emergencies. Employees can find the 24-hour phone number on the McGill HR website. If you are unable to reach Allianz by phone and are experiencing an urgent medical emergency, you can email Allianz at CaseManagementCA@allianz-assistance.ca. Please use the word “URGENT” in the subject line to reach the Medical Operations team. This inbox is for urgent and ongoing medical emergencies only. The following information must be provided in your email:
   - McGill member first and last name
   - Contact phone number
   - Email address if possible
   - McGill policy number with Manulife (85210), along with your McGill ID number.

3. **Health officials have quarantined one of McGill’s members while travelling. The member is nearing the maximum number of days eligible for coverage while out-of-country. Will McGill’s out-of-country coverage be extended?**

   No. Coverage will be based on the specific terms of McGill’s policy.

4. **Manulife recently issued a statement that they were extending their trip duration until the end of April if members find themselves nearing the maximum number of days away from home. Does this apply to McGill’s policy as well?**

   McGill’s travel coverage has not changed, and coverage is valid for 90 days that members are abroad. The government is strongly urging all Canadians to return home immediately.

5. **I’m struggling to get home or I’m simply not comfortable travelling due to fears about the coronavirus. What can I do?**

   McGill’s travel coverage has not changed, and coverage is valid for 90 days that members are abroad. If you are unsure of your coverage options, please contact the McGill HR Service Centre at 514-398-4747, or at hrhr@mcgill.ca.
6. **What if my travel coverage has lapsed, and has passed the 90-day limit abroad?**
   Individual travel coverage can be purchased until you are able to come home. Please refer to [Manulife’s website](#) for additional information.