



TO: Member of the International Student Medical Plan
FROM: Cowan Insurance Group
RE: Preferred Client Access Centre - Online services

Effective January 1st 2012, we are pleased to offer you with Online Claim Services, accessible through Cowan's Preferred Client Access Centre.

From this site you will be able to view your health claims history, your claim forms, and search in our Health Provider Search Engine.

Here are the steps to access Cowan's Preferred Client Access Centre:

1. Enter the following address: www.ismplan.com
2. Click on the **Student** portal
3. Go to **Making a Claim**
4. Click on [Client Access – Preferred Client Access Centre](#) from the right - hand side of the menu.

Sign In to My Account

Username:

Password:

Submit

I forgot my [Username](#)
I forgot my [Password](#)

New User? Click to [Register](#) now

5. Refer to the **New User** section and click to register now. As a new user you will only need to register once.
6. Once registered, sign in to view your group benefits plan online services.

From the **Your Plan** menu, click on **Your Plan**, then **Claims** and then **Claims History** to view the details of all paid claims after January 1st, 2012.

From the **Links** menu, click on **Health Care Provider Search Engine**. This link will bring you to a search engine of all the health care providers who have billed Cowan directly in the last 12 months. You can search for a particular health care provider or all providers in your area.

From the **Your Plan** menu, click on **Forms** to access your claim form.

If you require assistance to sign in or require further information, please do not hesitate to contact Cowan's Infocentre.

How to Communicate with Cowan

by mail:	Cowan 700-1420 Blair Place Ottawa (Ontario) K1J 9L8
by telephone:	1-888-509-7797 (Monday to Friday 8:00 am to 5:00 pm Eastern time)
by fax:	1-613-741-7771
by e-mail:	clients@cowangroup.ca

Protecting Your Privacy

Cowan recognizes and respects every individual's right to privacy. Therefore, we have developed a privacy policy in order to ensure the confidentiality of personal information which we collect to properly administer our services. Upon receipt of any personal information, Cowan considers this information confidential and it is kept onsite at the Cowan office. This information is accessible to limited Cowan staff, authorized individuals who require it to perform their duties, any person to whom you have granted access and to anyone authorized by law. The use of this information is to determine your eligibility for coverage and for the purpose of administering your benefit plan and claims.