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Student Defender INSURANCE GUIDE

This guide provides essential information on your Student Defender plan, including how to find medical care and submit claims.

Manage Your Plan

Manage your insurance plan and access key features through the Student Zone. You can download your ID card, extend coverage, update payment information, file a claim, and more.

[>> Student Zone](#)

Assistance

Help is never more than a phone call away, please contact the customer service team:

USA Toll Free: (877) 758-4391
Direct: +1 (904) 758-4391
info@internationalstudentinsurance.com



INTERNATIONAL
STUDENT
INSURANCE

Seeking Treatment



Find a Doctor, Hospital or Clinic

Choose any doctor, hospital or clinic you'd like. However, going to a provider inside the [Aetna Passport Network](#) will mean less out-of-pocket expenses, and they have agreed to send the bill directly to the insurance company.



Bring Your ID Card

Always present your insurance ID card at your visit. Be prepared to pay any required copays. Also, request a copy of your medical records for your personal files.



Telemedicine

Use MD Live for virtual telemedicine for minor or non-urgent medical needs. This service offers unlimited visits to see a doctor or get a prescription. To access MD Live, call (888) 976-0802.



Prescription Medications

When filling a prescription, use a pharmacy in the Prime Therapeutics Rx Network to ensure you only pay your copay. To find a participating pharmacy, call (800) 400-0136 or visit www.expressscripts.com.



Telecounseling

Get support 24/7 from certified counselors through SupportLinc. If you need further care, a counselor can help you find a local provider, and the program covers up to 3 in-person visits.