

## FREQUENTLY ASKED QUESTIONS - Overseas Student Health Cover Policy Changes

### What are the changes to the Overseas Student Health Cover?

There are two main changes to the Overseas Student Health Cover (OSHC).

Firstly, the Department of Immigration and Border Protection (DIBP) advised that from 1 July 2016 students will require OSHC cover dates and OSHC membership number **at the time of student visa application**. The tick box on the CoE to confirm that UTS:INSEARCH has provided OSHC will soon be removed.

Secondly, UTS:INSEARCH has made the decision that all students will be required to hold OSHC one month prior to Orientation. The reasons for this are when applying for a visa, it is difficult for a student to know exactly when they will arrive in Australia; plus this will allow students to arrive up to one month before Orientation, ensuring they do not miss this important event and have time to settle into their new environment.

### What does this mean if my student asked UTS:INSEARCH to arrange OSHC for them?

If your student already has a student visa or they have already lodged their student visa application there will be no impact.

If your student has already accepted their offer and they have received their UTS:INSEARCH CoE it is important that they lodge their student visa before 1 July 2016.

If your student has requested UTS:INSEARCH to arrange OSHC on their behalf, they already hold an offer and wish to accept the offer, it is important that the student is given a new Offer Letter with an additional month's OSHC.

### How do I obtain a new Offer Letter with updated OSHC?

- If you have access to the UTS:INSEARCH Online Offer System (OOS) please generate a new offer for the student and **manually add an additional one month of OSHC to the total OSHC cover calculated by OOS**. Please note, we are currently working on a new version of OOS which will automatically calculate OSHC to include the additional month of OSHC in the future.

If you do not have access to OOS please contact UTS:INSEARCH Student Admissions staff so a new offer with an additional month of OSHC can be provided to you - phone: +61 2 92188689 or email: registrar@insearch.edu.au

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When emailing Student Admissions please include the following subject line in your email:

**REVISED OSHC REQUEST Student Number XXXXXXXX.** This will assist us in prioritising these cases.

**If OSHC fees are paid to UTS:INSEARCH as per the original Offer Letter**, the period of OSHC provided will commence one month prior to Orientation and will finish one month earlier than previously.

Please reassure your students that any unused OSHC is refundable from MEDIBANK once they arrive in Sydney.

If you have any questions regarding this please do not hesitate to contact Student Admissions or your Partner Manager.