



Navigating your Group Benefits Coverage for Intensive Outpatient Programs through EHN Canada

Thank you for your interest in an Intensive Outpatient Programs through EHN Canada. This document provides guidance on the questions to ask your insurance company about coverage. Please call your insurance company and ask the questions below.

Feel free to use the spaces below to fill in what the insurance representative said, and send it back to us to help you navigate your coverage and payment. *We are not affiliated with your insurance company, but we can assist you in understanding what your plan covers.*

You will need:

- Pen/paper, or this document
- Your policy number and member/certificate number (usually on your card)
- The primary policy holder’s name and date of birth if you are a dependent or spouse

<p>My Insurance Information: Insurance Company: _____ Policy Number: _____ Certificate/Member ID: _____ Policy Holder (I.e., spouse, parent) _____ Employer: _____ Are you unionized? If so, name of union: _____</p>
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Insurance Company Contact information:

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|--|-----------------------------------|
| Canada Life (formally Great West Life or London Life) 1-800-957-9777 | Manulife 1-800-268-6195 |
| ClaimSecure 1-888-513-4464 | OTIP (by Manulife) 1-866-783-6847 |
| Desjardins 1-866-838-7553 | Medavie Blue Cross 1-888-873-9200 |
| Empire Life 1 877 548-1881 | MyGroupHEALTH 1-888-719-3077 |
| Green Shield 1-888-711-1119 | RBC Insurance 1-888-840-5441 |
| HoneyBee 1-866-626-6642 | RWAM Insurance 1-877-888-7926 |
| iA Financial Group 1-877-422-6487 | Sun Life 1-877-786-5433 |
| Johnson Insurance 1-800-638-4753 | |
| Manion Wilkins 1-866-532-8999 | |

*If your insurance company is not on here, please check your coverage card or provider’s website for contact information

Guiding your Call:

When you call, explain that you are interested in knowing more about your **benefits for counselling or mental health services**. The questions below will help you guide this conversation. Save this document on your computer and use it to make notes, and then send it back to the Admissions Counsellor that you have been working with.

How much does my paramedical benefits cover per year for counselling or mental health services?	
What designation does my benefits cover, and how much for each practitioner? (Check all that apply)	<input type="checkbox"/> Social Worker Coverage per year _____ <input type="checkbox"/> Psychotherapist Coverage per year _____ <input type="checkbox"/> Clinical Counsellor Coverage per year _____ <input type="checkbox"/> Clinical Psychologist Coverage per year _____ <input type="checkbox"/> Other: _____
Does the provider need to be in my province, or can I use a provider that is registered in a different province?	
Are group therapy sessions covered?	
Does my plan include a Healthcare Spending Account? <i>*only the policy holder can obtain this information</i>	If yes: How much: _____ Can it be used towards paramedical benefits or counselling?
Do you do pre-approvals or direct billing*? If so, what is required by the provider and where do we send the requirements (fax, email, mail)? <i>*this means EHN can bill them directly without you having you pay first</i>	
If there is no option for preapprovals, do I submit my receipts for reimbursement?	
What is the representative's name and reference number?	