

Insurance Information

1) WCB

Following a work injury, you will need to fill out an incident report at your place of employment, and send it off to WCB. You will receive a claim number, which we require for reporting and direct billing. (note: this number does not guarantee claim approval) You can give this to us over the phone or bring it in with you at the time of your initial assessment. Our assessment findings are reported and faxed into WCB where a decision will be made regarding claim approval. Your initial visit fees are automatically covered by WCB, but any further coverage is dependant on claim approval. If your claim is approved, we will call you to book follow-up appointments as required. WCB provides coverage for up to 15 visits for each approved claim. If more treatment is required we will send in a request for additional funding, which again, is subject to WCB approval. We do not require a doctor's referral for WCB claims, however, if you have one please bring it with you to your appointment.

2) MPI

If you sustain injuries as a result of a motor vehicle accident and require physiotherapy treatment, you will need to obtain a Bodily Injury Claim number from MPI. We ask that you provide us with this number over the phone, or bring it with you to your appointment. With your claim number we are able to proceed with treatment and bill for your treatments. We do not require a doctor's referral for MPI claims, however, if you have one please bring it with you to your appointment.

3) Blue Cross (BC)

We are able to bill BC directly for your treatments, provided we have your Contract Number. We will ask you for this number when you book your appointment, so that we can contact BC to confirm your coverage. Occasionally there will be a deductible to be satisfied prior to activating your coverage. Because coverage is often a percentage of the treatment fee, there may be a small portion of each visit not covered, which you will be required to pay after each treatment. We do not require a doctor's referral for BC claims.

4) Great West Life (GWL)

We can directly bill GWL for you, provided we have your Policy Number and ID Number. If you can provide us with these numbers when you book your appointment, we will contact GWL to confirm your coverage. Occasionally there will be a deductible to be satisfied prior to activating your coverage. Because coverage is often a percentage of the treatment fee, there may be a small portion of each visit not covered, which you will be required to pay after each treatment. Occasionally, GWL requires a doctor's referral for billing.

5) DVA

We are able to bill DVA directly provided we have your K number. We will ask you for this number when you book your appointment, so that we can contact DVA to confirm your coverage.

6) Private Insurance Companies

We are able to directly bill the following insurance companies provided that you supply us with the following information:

Couplin – Policy/ID#

Chambers of Commerce – Firm/Certificate #

Sirius – Policy/ID#

Maximum Benefits – Group/Certificate #

Greenshield – Plan Member ID

Sunlife – Contract/ID#

***NOTE: We are unable to directly bill national Sunlife plans (ie contract #s starting with 055555)**

Standard Life – ID/Certificate #

7. No Insurance Coverage

You will be responsible for payment after each treatment