



Benefit Eligibility Guide

Question guide to ask your insurance carrier:

- Are counselling services covered under my plan?
- If yes, who is eligible to provide mental health services to me under my benefits coverage? Elm Grove Centre clinicians are licensed and registered with their associated regulatory bodies. Our team is comprised of :
 - Social Workers with a Master's Degree as M.S.W., R.S.W.
 - Counselling Therapists with a Master's Degree in Guidance and Counselling as Canadian Certified Counsellor (C.C.C.) and/or Counselling Therapists (C.T.)
 - Certified Therapeutic Recreation Specialist (CTRS)
 - Acupuncture Detoxification Specialist (ADS)
- What are the credentials required from my specific insurance plan regarding my chosen mental health provider?
- What is the maximum amount of coverage I have per year?
- What are the terms of the maximum (percentage covered per session, etc.)?
- Is there any applicable deductible?
- Do you allow counselling providers to register for direct billing?
- What is the process for submitting receipts for reimbursement purposes if my plan/ insurance company does not allow the provider to submit claims on my behalf through direct billing?

It would also be helpful for Elm Grove Centre to know:

- Do you have more than one carrier? Please list your primary and secondary carrier.
Primary : _____
Secondary : _____

If I have a secondary carrier, it would be important to utilize this question guide for both carriers so that you have a clear idea of the totality of your counselling eligibility.

Thank you for utilizing our helpful tool to understand the parameters of your benefits plan and communicating this information with Elm Grove Centre to help us serve you.

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