



Benefit Eligibility Guide

Example of questions to explore with my insurance carrier:

- What services are covered under my plan?
- Who is eligible to provide these services to me under my benefits coverage?

Elm Grove Centre health providers are licensed and registered with their associated regulatory bodies. Our team is comprised of :

- Social Workers with a Master's Degree designation as M.S.W., R.S.W.
- Counselling Therapists with a Master's Degree in Guidance and Counselling as Canadian Certified Counsellor designation as CCC and/or Counselling Therapists, CT
- Occupational Therapist with a Master's Degree designation as Registered OT
- Physiotherapy with a Master's Degree designation as PT
- Is there coverage under my plan for a provider who is an intern? If so, what are the supervision requirements in order for me to be able to access services?

What are the credentials required from my specific insurance plan regarding my chosen health provider?

What is the maximum amount of coverage I have per year?

What are the terms of the maximum allotted coverage (percentage covered per session, etc.)?

Are my chosen health providers able to provide me with direct billing on my behalf?

What is the process for submitting receipts for reimbursement purposes if my plan does not allow the provider to submit claims on my behalf through direct billing?

Do I have more than one insurance carrier? If so, please list primary and secondary carrier:

Primary : _____ Secondary : _____

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.