



## Benefit Eligibility Guide

Example of questions to explore with 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, CCC and/or Counselling Therapists, CT, designation
  - Occupational Therapist with a Master's Degree with MSc. OT designation
- What are the credentials required from my specific insurance plan regarding my chosen mental health provider?
- Are there supervision requirements from my plan that enable me to access services?
- What is the maximum amount of coverage I have per year?
- What are the terms of the maximum (percentage covered per session, etc.)?
- Do you allow counselling providers to register for 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?

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

- Do you have more than one carrier? If so, 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.

Elm Grove Centre Mental Health Services  
41097 Western Rd, Alma, PE C0B1K0  
Email: [therapy@elmgrovecentre.ca](mailto:therapy@elmgrovecentre.ca). Telephone: 902-806-2257.