



PHYSIOTHERAPY VIRTUAL CARE: TELEREHABILITATION FUNDING

June 9, 2020

The table below lists the extended health benefit insurers that have indicated that they will cover virtual physiotherapy. It is important to note that policy variations exist even within a single large insurance provider. Patients should be in touch with their insurance provider to confirm their eligibility and coverage details.

Physiotherapists should indicate on their invoice that care has been provided virtually.

The list below will be updated as new information becomes available.

In addition to these EHB insurers the WSIB also covers virtual care. You can find more information about WSIB coverage [here](#).

Please refer to OPA's [FAQ](#) to read more about telerehabilitation and billing.

INSURANCE COMPANY	CONTACT INFORMATION
Canada Life/Green West Life	Confirmed on their website under “ Canada Life continues to help guide Canadians to reach their potential by supporting our plan sponsors “ section: https://www.canadalife.com/about-us/how-canada-life-is-supporting-you-during-covid-19.html
Green Shield Canada (Eligibility for these services is based on your current plan guidelines)	Confirmed on their website under the question “Is GSC accepting claims where health care provider delivers the service remotely?” https://support.greenshield.ca/SupportCentre/Home/Home/DocumentsByTopic/region_coronavirus
Equitable Life of Canada (Covered for those who have virtual care included in their plans)	Please contact the provider directly at: Phone: 519.886.5110 Toll Free: 1.800.722.6615
Manulife (Health care practitioners must meet requirements. Visit their website to check your plan and to confirm if you do qualify)	Confirmed on their website under the question “Are virtual appointments covered by my plan?” section: https://www.manulife.ca/personal/support/update-on-covid-19/covid-19-faq.html



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INSURANCE COMPANY	CONTACT INFORMATION
Medavie Blue Cross	Confirmed on their website under the “Claiming for virtual services” section: https://www.medaviebc.ca/en/covid19
SSQ (for some regions and plans but not all)	Please contact the provider directly at: https://ssq.ca/en/contact-us
Sun Life Canada	Confirmed on their website under the question “Are you extending coverage for virtual services?”: https://www.sunlife.ca/en/covid-19/covid-19-faqs/?target=1&vgnLocale=en_CA