

## YOUR HEALTH PLUS™ PRIORITY KIT INCLUDES:

### WHO TO CONTACT

For Claims, Questions, Other Insurance, Wellness Resources

### ABOUT HEALTH PLUS

General info about your ID card, online member services, coverage and claims

### WHAT YOU NEED TO KNOW TO SUBMIT CLAIMS

Instructions for all claims + important additional information about Travel claims and approvals and claims for Paramedical Services and Dental Scaling

### SUMMARY OF BENEFITS

Highlights of what your Priority Plan covers

### FORMS YOU'LL NEED

Medical Claim Form  
Paramedical Services Approval Request Form  
Memo for your dentist: *Important Information for Dental Professionals*

### YOUR HEALTH PLUS ID CARD

Your ID Card is mailed separately from this package by MDM Insurance Services

# WHO TO CONTACT

## ALL CLAIMS EXCEPT TRAVEL



MDM Insurance Services Inc.

### MDM INSURANCE SERVICES

Online Claims Portal	<a href="http://mdm-insurance.com">mdm-insurance.com</a> > <i>Members</i>
E-mail	<a href="mailto:inquiry@mdm-insurance.com">inquiry@mdm-insurance.com</a>
Mail	Group Claims, MDM Insurance Services Inc. P.O. Box 970 Guelph, ON N1H 6N1
Phone	800-838-1531 519-837-1531

## APPROVALS Prior to Claims for Paramedical Services and non-routine Dental Scaling



### HEALTH PLUS INSURANCE

E-mail	<a href="mailto:claims@healthplusinsurance.ca">claims@healthplusinsurance.ca</a> <a href="mailto:dental@healthplusinsurance.ca">dental@healthplusinsurance.ca</a>
Mail	Health Plus Insurance 20-390 Wellesley St. East Toronto, ON M4X 1H6
Phone	877-218-0394 416-498-6944
Fax	437-266-8854

## TRAVEL: BEFORE, DURING AND AFTER



### THE CO-OPERATORS GROUP EMERGENCY MEDICAL TRAVEL ASSISTANCE HOTLINE

In Canada and USA, call 1-888-440-2667  
Elsewhere, call collect: 1-416-340-1316

## WELLNESS BENEFITS



Maple Virtual Healthcare, Inkblot Member Assistance Program, and Tranquility iCBT (Digital Cognitive Behavioural Therapy), provided in partnership with Maple. For info on how to access these services, go to [healthplusinsurance.ca/resource-centre](http://healthplusinsurance.ca/resource-centre). No claims required.

## GENERAL QUESTIONS

For general questions or assistance with your Health Plus plan or other health and life insurance needs please contact us at Health Plus.

[info@healthplusinsurance.ca](mailto:info@healthplusinsurance.ca)

877-218-0394 416-498-6944

# ABOUT HEALTH PLUS™

We designed Health Plus to offer you the best possible coverage at the best rates, and resources you don't get with other plans. To deliver on that commitment, **Health Plus** works with partners **MDM Insurance Services Inc., the Co-operators Group** and **Maple** who support Health Plus in claims administration, underwriting and providing the Wellness Benefits included with your insurance. As well as offering our unique Health Plus plans we are experts in life, disability, critical illness and group insurance.

## YOUR HEALTH PLUS™ ID CARD

Your personalized card shows your Health Plus ID number, which applies to all Health Plus claims including travel (which is why it's sometimes referred to as your international travel number). Dependents' ID numbers are the same as yours.

Your ID card also shows your **GROUP POLICY NUMBER: 1111-293**. (The Plan's **GROUP NAME** is **Health Plus**. You may be asked for the name along with your policy and personal ID numbers when you contact the Travel Hotline or MDM Services.)

Please check the info included with your ID Card to ensure dependent names, birth dates and coverage effective dates are correct. Report any errors immediately to our office at 877-218-0394 or [info@healthplusinsurance.ca](mailto:info@healthplusinsurance.ca).

## HEALTH PLUS™ MEMBER SERVICES ONLINE

As a Health Plus Member, you have a private personal Claims Portal on the MDM website where you can submit many of your claims and access your claims history, explanation of benefits paid, and personalized claim forms. You can also update your email and mailing address, portal password, and banking information for direct deposit of claims payments. Please note: To change your banking info for monthly premium auto-withdrawals, please call the Health Plus office.

**TO ACCESS YOUR PERSONAL CLAIMS PORTAL** Go to [www.mdm-insurance.com](http://www.mdm-insurance.com) and click *Members*. Log in with your Access ID (your Health Plus number) and the temporary password provided in the letter mailed with your Health Plus ID card.

## MDM MOBILE APP

The MDM Mobile App, available for download in the App Store or on Google Play, allows you to submit claims, and view your claims history, and coverage information directly from your mobile device. Log in using your Access ID (Health Plus ID number) and the same password used for the online Claims Portal (see above). The MDM Mobile App is the simplest way to submit claims.

## WHAT YOUR PLAN COVERS

You'll find a **SUMMARY OF BENEFITS** on pages 7-11.

The complete **BENEFITS BOOKLET** available online at [mdm-insurance.com](http://mdm-insurance.com) provides more detail on treatments, services and supplies covered by the Plan and any limitations or exclusions that apply. Like typical documents from financial institutions, the booklet is full of fine print and insurance lingo. If you have trouble finding what you're looking for or understanding what it means, don't hesitate to contact us at Health Plus. We're always glad to answer questions and help you know your plan.

## WHAT YOU NEED TO KNOW TO SUBMIT CLAIMS

Your Health Plus claims are submitted to and paid by MDM Insurance Services for all healthcare covered by the Plan, except travel. Claims for travel health emergency bills are submitted to and paid by The Co-operators Group. Some claims can be submitted online, and all claims can be submitted by e-mail, fax or Canada Post.

**All claims must be received within 12 months from the date of treatment** (or if you've discontinued your Health Plus coverage, within 30 days of your termination date). Original receipts are required. If you submit claims online, by email or fax, you must keep your original claim forms and receipts for one year from the date you submit your claim, in the event the insurance company needs to verify information.

### FOR INFO ON HOW TO SUBMIT CLAIMS

See Pages 5-6 for instructions by category of claim on how and where to submit the claim. The process varies by type of claim and where approvals are required in advance of submitting a claim. A complete "*How to Claim*" guide is posted at [healthplusinsurance.ca/resource-centre](http://healthplusinsurance.ca/resource-centre).

The necessary forms are included with this Kit and available online at [healthplusinsurance.ca/resource-centre](http://healthplusinsurance.ca/resource-centre) and your personal Claims portal.

### APPROVAL OF TREATMENT BEFORE THE CLAIM IS SUBMITTED AND PAID

**This is required for claims for Paramedical Services after the first \$250 claimed per type of practitioner or \$600 combined and Dental - Non-Routine Scaling.**

The approval step involves submitting info from your health care provider to Health Plus before you proceed with treatment and before you submit the claim to MDM for reimbursement. This process allows you to confirm the treatment qualifies so you're not surprised by a bill that won't be reimbursed. It also prevents practitioner overbilling to you and the Plan which helps keep your Health Plus rates low.

**PLEASE READ THE SUMMARY OF BENEFITS** for the specific approval requirements.

**FOR YOUR NEXT DENTIST VISIT:** Take the note *Important Information for Dental Professionals*.

**TRAVEL:** Please read page 6 of this Kit *before you leave on a trip*.

If you face a health issue or emergency during your trip, you **MUST** contact the Co-operators Medical Assistance Hotline immediately or have someone call on your behalf. The Hotline staff will provide important information and assistance in accessing safe, appropriate medical care, as well as specific instructions about the eligibility and requirements for claiming the expenses you incur.

# WHAT YOU NEED TO KNOW TO SUBMIT CLAIMS cont'd

## REIMBURSEMENT for APPROVED CLAIMS

On your Health Plus application, if you selected yes to use the same bank account for monthly auto-withdrawals and direct deposit claims payments, you are already signed up for reimbursement of claims directly to your account. If you are not signed up, you will receive payment by cheque or you can provide bank account info for direct deposit through your online personal Claims portal.

## PRESCRIPTION DRUGS

Show your Health Plus ID card to the pharmacist when you have a prescription to be filled. The pharmacist will submit a claim on your behalf for the allowable portion that your plan covers and the dispensing fee (up to \$8). The pharmacist is reimbursed directly for the amount covered by your insurance. You are required to pay the pharmacy for the balance.

NOTE: In situations where you have paid for a prescription in full and the pharmacy is not submitting a claim, complete a Medical Claim Form and submit to MDM with your pharmacy receipt and prescription details. You will be reimbursed directly.

## HEALTH SERVICES and SUPPLIES

Submit a Medical Claim Form with your receipts to MDM. You will be reimbursed directly.

## PARAMEDICAL SERVICES

**For claims up to the first \$250 per person per type of practitioner, excluding psychology/social work, to a combined maximum of \$600 per person per year**, submit the Medical Claim Form with receipts to MDM. You will be reimbursed directly.

**For claims beyond \$250 per practitioner or \$600 combined**, a diagnosis is required from your physician to confirm the treatment is clinically appropriate, and details of the proposed treatment plan are required from the paramedical practitioner

1. Use the Paramedical Services Approval Request Form to submit the required information directly to Health Plus. You will be notified when the request is approved.
2. After receiving approval, submit a Medical Claim Form with receipts to MDM. You will be reimbursed directly.

**For psychology / social work claims up to the first \$250 per person per year**, submit the Medical Claim Form with receipts to MDM. You will be reimbursed directly.

**For psychology / social work claims beyond \$250 per person per year**, submit a Psychology / Social Work Request Form to Health Plus. Upon approval, submit a Medical Claim Form with receipts to MDM. You will be reimbursed directly. *Note: eligibility for up to \$600 per person per year is effective January 1, following 12 months plan membership.*

## WHAT YOU NEED TO KNOW TO SUBMIT CLAIMS cont'd

### DENTAL

Pay your dentist at the time of treatment and provide your dentist with your Health Plus ID number to submit a claim on your behalf. MDM will reimburse you directly. If your dentist does not submit a claim for you, he / she will provide a Standard Dental Claim Form for you to submit to MDM with your itemized treatment bill.

Please Note: the exception to this process is a claim for non-routine scaling. Please read on for details.

#### DENTAL Non-Routine Scaling

Claims for this type of treatment involve an extra step. They require approval by Health Plus before the claim is submitted for payment, and ideally before treatment, so there are no surprises about your bill.

1. Read the memo *Important Information for Dental Professionals*. Take it to your next appointment.
2. If the dentist recommends scaling treatment beyond basic care, the memo outlines the requirement to submit medical evidence to Health Plus in advance to confirm the treatment is necessary and will be covered by insurance. You will be notified once the request has been reviewed.
3. After approval, submit the claim directly to MDM using a Standard Dental claim form. (Usually the dentist will submit on your behalf.) You will be reimbursed directly by MDM.

### TRAVEL

**Before you travel:** Read your online Benefits Booklet Pages 13-14, so you'll know what to do in the event of a health issue or emergency, details about the assistance that is available, and what's required for expenses you incur to be covered and reimbursed.

The Co-operators Emergency Medical Hotline can also provide helpful information before you go such as updates on current contagious outbreaks, addresses of English-speaking doctors and medical facilities, information about legal assistance (general info only), and consulate and embassy references.

**Remember to pack:** Take your Health Plus ID card with you so you will have your personal Health Plus ID number, group policy number and the Emergency Assistance Hotline numbers should you need them.

**While you're away:** If you need healthcare of any kind, call the 24-hour Emergency Assistance Hotline immediately. In Canada and USA call: 888-440-2667 Elsewhere call collect: 416-340-1316.

It is important you call the Co-operators Emergency Assistance Hotline BEFORE you seek treatment. If that is not possible, you *MUST* notify the Emergency Assistance Service within 48 hours to avoid possible limitation of your benefits. You will need to provide your name, location, policy and Health Plus ID numbers and effective date of your coverage.

The Hotline specialists provide expertise and guidance to help you find reliable, safe care in the area, confirm your coverage to hospitals, doctors or other medical service providers, arrange hospital admission, and make advance payments to medical facilities or doctors if necessary. The specialists can also provide assistance with interpreters and should you lose your luggage or ID documents.

Save all original receipts and details for any health bills you have paid. Credit card receipts are not sufficient.

**To submit a travel claim:** Call the Co-operators Hotline for instructions.

## HEALTH - PRESCRIPTION DRUGS, HEALTH TREATMENT and SUPPLIES

Health Plus benefits are intended to supplement the provincial health insurance plan. The benefits below are eligible if they are medically necessary for treatment of an illness or injury. Reimbursement is limited to reasonable and customary charges and any specific limitations and maximums stated below.

Health Plus™ Priority Plan Covers	Maximum the Plan pays <small>Note: Maximums are per treatment category. There is no combined maximum.</small>	You Pay
PRESCRIPTION DRUGS	70% + \$8 dispensing fee \$30,000 per calendar year	30% + dispensing fee over \$8 per prescription or refill
HEALTH TREATMENT and SUPPLIES (Examples)		
Hospital Accommodation	Semi-private room	0%
Hearing Care	\$500 every 36 months	30%
Orthotics/Orthopedic Footwear Custom boots or shoes or custom orthotics	\$300 every 36 months	30%
Private Duty Nursing	\$10,000 per calendar year	0%
CPAP Machine CPAP Equipment	\$500 per 5 years \$200 every 9 months	30%
Other Examples Crutches, casts, wheelchairs, ambulance fees, oxygen, diabetic supplies etc.	No overall maximum	30%

## TRAVEL

You are eligible for the travel benefits listed below if they are medically necessary for treatment of an illness or injury. Reimbursement is limited to reasonable and customary charges for the area in which they are incurred.

Health Plus™ Priority Plan Covers	Maximum the Plan pays	You Pay
Days per trip	60	
Emergency Services	\$1,000,000 per incident	0%
Referral Services	\$50,000 per calendar year	0%
<b>Before you travel</b> please read <i>Travel</i> on page 6 of this Kit or call the Co-operators Group Hotline for important information you'll need if you experience a medical emergency during your trip. Your online Benefits Booklet pages 13-14 contains complete coverage details.		

### DENTAL

The dental benefits below are eligible if they are necessary for the prevention of dental disease or treatment of dental disease or injury. Reimbursement is limited to the amount stated in the current Dental Association Fee Guide for General Practitioners in your province of residence.

Health Plus™ Priority Plan Covers	Maximum the Plan pays	You Pay
<b>BASIC AND PREVENTATIVE</b> Routine Exams with Scaling & Polishing one / 9 months Consultations, Diagnostic Procedures Preventative Services, Fillings, Extractions Anesthesia, Oral Surgery X-Rays: Diagnostic Bite-wing: one / 24 months Full-mouth or Panoramic: one / 60 months Periodontic Treatment Diseased Bone & Gums Endodontic Treatment including Root Canal Therapy Denture Adjustments Repair, Rebasing, Relining Scaling & Root Planing Adults -2 units (30 minutes) Children Up to Age 9 - ½ unit, Age 10 to 17 - 1 unit	70%	30%
BASIC AND PREVENTATIVE MAXIMUM	\$600 per calendar year \$1000 per calendar year effective after 24 months plan membership	
<b>MAJOR RESTORATIVE*</b> Including crowns, bridges, dentures *Covered after 18 months of enrollment in the Health Plus Plan	50%	50%
MAJOR RESTORATIVE MAXIMUM	\$400 per calendar year \$650 per calendar year following 30 months plan membership	

Please Note: For scaling coverage beyond basic, see Dental Section on page 9



### DENTAL - NON-ROUTINE SCALING

We recognize that additional scaling / root planing beyond routine may be necessary for people with gum disease / other health conditions. In those cases, Health Plus covers the added expense based on satisfactory evidence from the dentist to show that treatment beyond routine is warranted. The enclosed note *Important Information for Dental Professionals* explains how this works.

Health Plus™ Priority Plan Covers	Maximum the Plan pays	You Pay
<b>SCALING / ROOT PLANING BEYOND BASIC CARE</b> (if necessary and approved)  Satisfactory evidence from your dentist is required to confirm the need for treatment beyond basic periodontal as specified in the Dental section above.	70%  Cost of treatment is included in the overall dental maximum of \$600 per person per year.	30%

**SCALING / ROOT PLANING** is the process of removing plaque or tartar. It is typically part of a routine check-up and cleaning. Unfortunately, a growing number of dentists overbill insurance plans for this process. This drives up your rates.

To keep your Health Plus rates in check and reserve Plan dollars for care that actually is needed, **Health Plus basic coverage limits scaling / root planing to:**

2 billing units (30 minutes) for adults,  
½ unit for children up to age 10,  
1 unit for children age 10 – 17.

#### WHAT'S REQUIRED TO SUBMIT A SCALING APPROVAL REQUEST

Take the *Important Information to Dental Professionals* to your next appointment. The letter explains what information is required from your dentist for approval for additional scaling.

The discussion with your dentist is very important to ensure you are not surprised by unexpected costs. By following this simple pre-approval process, you are helping to keep Health Plus rates affordable.

You will be advised by e-mail promptly when your request is reviewed.

### PARAMEDICAL

Your Paramedical benefits are handled differently than the other types of healthcare covered by your Health Plus plan. The coverage and claims process for Paramedical Services are designed to provide the coverage you need while managing claims to keep your rates low. Please see details below. Reimbursement is limited to reasonable and customary charges and any specific limitations and maximums stated below. For psychology/social work coverage see page 11.

Health Plus™ Priority Plan Covers	Maximum the Plan pays	You Pay
<b>SERVICES PROVIDED BY:</b> Acupuncturist, Chiropracist / Podiatrist, Chiropractor, Massage Therapist, Naturopath, Osteopath, Physiotherapist, Speech Therapist	70%  up to \$600 per person per year per type of practitioner	30%
<b>NOTE:</b> <i>Claims over the first \$250 per person per year per type of practitioner to a combined maximum of \$600 per person per year require medical evidence before payment.</i>		

#### CLAIMS ON THE FIRST \$250 PER PERSON PER TYPE OF PRACTITIONER

These claims can be submitted directly to MDM. Claims may be submitted online at [mdm-insurance.com](http://mdm-insurance.com), through the MDM Mobile App or by e-mail, mail or fax using the Medical Claim Form.

#### CLAIMS AFTER THE FIRST \$250 PER PERSON PER TYPE OF PRACTITIONER

To qualify for reimbursement, paramedical services after the first \$250 up to the Plan maximum require review by Health Plus. These services must be recommended by a licensed physician to confirm the treatment is clinically appropriate and details of the practitioner's proposed treatment plan are required. Note: pre-existing conditions and routine maintenance treatment are not eligible for additional coverage.



#### TO REQUEST TREATMENT PLAN REVIEW AND APPROVAL:

1. Use the Paramedical Services Approval Request Form included with this kit and available online at [healthplusinsurance.ca/resource-centre](http://healthplusinsurance.ca/resource-centre)
2. Complete your Information section
3. Ask your doctor to complete the Attending Physician Statement.
4. Ask your service provider to complete the Attending Paramedical Practitioner Statement.
5. Submit the completed form to Health Plus by email, mail or fax.
6. You will be notified by email when the request is approved.
7. After approval, submit your claim directly to MDM by e-mail, mail or fax, or through the MDM Mobile App with official treatment receipts.

**NOTE:** We recommend you request approval in advance of treatment. Of course, you may choose to proceed without advance approval, but there is a risk your claim may be denied.

### PARAMEDICAL – PSYCHOLOGY / SOCIAL WORK

Please see below for detail of psychology / social work coverage included in your Health Plus plan. Reimbursement is limited to reasonable and customary charges and any specific limitations and maximums stated below. Additional mental health resources, including 5 free counselling sessions, are included in your Inkblot Member Assistance Program and Tranquility iCBT (digital cognitive behavioural therapy) program.

Health Plus™ Priority Plan Covers	Maximum the Plan pays	You Pay
<b>SERVICES PROVIDED BY:</b>  Psychologist / Social Worker	70%  \$250 per person per year \$600 per person per year, effective January 1 following 12 months plan membership	30%
<b>NOTE:</b> <i>Claims over the first \$250 per person per year require the submission of a Psychology/Social Work Request Form prior to reimbursement.</i>		

#### CLAIMS ON THE FIRST \$250 PER PERSON PER YEAR

These claims can be submitted directly to MDM through the MDM Mobile App or by e-mail or mail using the Medical Claim Form.

#### CLAIMS AFTER THE FIRST \$250 PER PERSON

Prior to submitting any claims beyond \$250 per person per year, a request form is required.

1. Use the Psychology / Social Work Request Form included with this kit and available online at [healthplusinsurance.ca/resource-centre](http://healthplusinsurance.ca/resource-centre)
2. Complete and submit to Health Plus by email or mail
3. After approval, submit your claims up to a maximum of \$600 per person per year directly to MDM by email or through the MDM Mobile App.