



CANADIAN COUNSELLING AND
PSYCHOTHERAPY ASSOCIATION

L'ASSOCIATION CANADIENNE DE
COUNSELING ET DE PSYCHOTHÉRAPIE

Canadian Counselling and Psychotherapy Association (CCPA) NS Chapter

Private Practitioners Information

for

Billing for Services Through Benefits Plans

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General Information

This manual provides you with billing information unique to each insurer, with a list of those employers/organizations who may be including RCTs/RCT-Cs as approved practitioners under that insurer. In addition, a Billing Information Sheet, detailing the billing process, is provided for those organizations providing counselling services separate from an insurer or who have particular billing requirements.

It is important to note, while counselling therapists are recognized by most of the major insurers, inclusion in a particular benefits plan is only in those cases where an employer/organization/union local has included RCTs as service providers under their particular plan.

When asking about insurance coverage it is also important to make sure that the group benefits actually cover psychological services. Some employers have flexible plans that allow the employee to choose the coverage they want. An employee may seek counselling and be unaware that they didn't chose psychological services as one of their options. Further, it is also important to check with the client to ensure he/she/they have not exceeded the allotted limit for these services, as often they come under para-medical coverage and have a total amount for several services, such as massage therapy, physiotherapy, etc., or the client may have accessed psychological services from another provider and exhausted their allotted limit for the current year. Verifying these things will ensure you get reimbursed for your services.

Important Note re Missed Appointments: Insurance Companies expect RCT and RCT-C practitioners to have a clear arrangement with clients for the payment of fees for missed appointments. Insurance Companies only pay for actual services provided and conduct periodic audits of practitioners to ensure that fees are being paid appropriately.

To ensure you have current information, the process is as follows:

As new employers/organizations/corporations/union locals include RCTs/RCT-Cs in their benefits plan, those of you who have consented to receive updates by providing the NS Chapter with your email address specifically indicating your desire to receive updates will be sent a notice that this inclusion has been added to the list in the PP Manual under the appropriate insurer. However, because counselling therapists are now a part of the standard offering of Medavie Blue Cross, it is important to check each plan for inclusion. It may be counselling therapists are approved practitioners on plans not noted in the manual.

Please read the particulars regarding each insurer, as well as the Billing Information Sheets for those organizations who have their own billing process.

Insurance Language and Terminology

Some of you may be aware of this information but it is helpful to know the terms used in this billing process: approved practitioner, paramedical, reimbursement, assignment of benefits and direct billing.

Approved Practitioner

Approved practitioner is the term used by insurers to indicate that counselling therapists are included as service providers in a particular benefits plan.

Para-Medical

Paramedical is the category in the benefits plan where our services would usually be found. In that listing are practitioners like chiropractor, physiotherapist, OT, massage therapist, etc. Usually the employee/ client has a max amount of coverage per year for each practitioner. Also, often the coverage may have a maximum **combined** limit for that overall category of para-medicals, such as \$1500. Generally speaking, we RCT's would be in the same category of practitioners as Psychologists and Social Workers.

Reimbursement

The Employee pays the service provider directly and gets a receipt from the provider for payment. The employee attaches the receipt to their claim form, submits the claim form and receives reimbursement from the company.

Assignment of benefits

The employee gives permission to the insurance company to pay the service provider directly. The employee either writes on the front of their claim form that he/she/they "hereby assigns benefits payable to *name of provider*" or some claim forms may specifically state this. Then the service provider attaches their invoice to the claim form and the service provider submits. Payment is then sent to service provider. This is a **manual paper process** and would need prior approval.

Direct Billing

The service provider sends the invoice and claim form directly to insurance company. Many insurers are moving to this process for reimbursement. Check under the information for each insurer and complete the process for Direct Billing as directed. It is important to clarify the billing process so you and the client know the payment process, i.e., will the client have to pay and be reimbursed or can you receive payment via direct billing?

Policy number and ID number

Most insurance policies use the wording of 'Policy Number' and then an individual 'ID or Certificate Number' for the employee.

Billing Information: Medavie Blue Cross

Counselling Therapists are a part of the standard offering of Medavie Blue Cross, effective December 1, 2019. Henceforth, when requested or, as plans are renewed, renegotiated, or new plans are negotiated, counselling therapists will be listed on the same line as psychologists and social workers. It is important to note that **this conversion will take place over the next two years**. Thus, **it is important that you and/or your client check to ensure counselling therapists are listed as approved practitioners on each individual plan**.

As previously noted, in order to bill for services, you must have a Billing Number. Only those members with a master's level degree will be accepted for billing. Also, effective December 1, 2019, Medavie Blue Cross has initiated ePay and Direct Deposit. Please follow the instructions below and register for ePay and Direct Deposit.

To Register for ePay:-

- Visit the Healthcare Professional webpage at www.medavie.bluecross.ca/register and follow the prompts
- You will receive your new User ID and temporary password in two separate emails within 2 business days
- As an ePay provider you will be 'exclusively' added to the list of providers featured on their Provider Web Listing and Mobile App – an easy way for our plan members to find a nearby ePay health care provider!

For additional information on billing processes see the *ePay Submission Guide*, found under the Health Professional Page on the Medavie Blue Cross website.

To Register for Direct Deposit:-

Providers who are fully digital (ePay and online Payment Summary access) can have their payments deposited directly into their bank account WEEKLY!

To register for Direct Deposit:-

- Visit the Medavie Blue Cross website at www.medavie.bluecross.ca/healthprofessionals and choose Apply for Direct Deposit.
- Attach the form along with a void cheque when you register for electronic claims.
- If you already have ePay access simply send the form and a void cheque to provider@medavie.bluecross.ca.

For more information contact Blue Cross at: 1-800-667-4511 or email inquiry@medavie.bluecross.ca.

Note:

This registration is only valid in those cases where an employer/organization/union has included RCTs as service providers under their particular plan.

As noted above, Medavie Blue Cross is now offering the inclusion of counselling therapists as a part of their standard offering under the 'psychology' benefit. Thus, it is possible counselling therapists may be included in plans not listed in this manual. It is important to verify inclusion prior to meeting with the client. As with all plans, it is also important to verify the client has a balance under this benefit prior to providing services.

As we become aware of the inclusion of RCTs in benefit plans, they will be added to the list below. You can assist in ensuring all members in private practice are aware of a new inclusion you discover by advising nschapter.ccpa@gmail.com.

Plans Where Counselling Therapists Are Included as Approved Practitioners:

Admiral Insurance
Annapolis Valley Regional Centre for Education (non-teaching staff)
Cabot Links
Cape Breton Victoria Regional Centre for Education (non-teaching staff)
Cape Breton University (faculty and staff)
Conseil Scolaire Acadien Provincial School Board (non-teaching staff)
Dalhousie University (faculty and staff)
Halifax Regional Centre for Education (non-teaching staff)
Halifax Regional Police Association
Inside Out Cleaning Services
Interim Federal Health Program - see Billing Information Sheet for unique particulars.
J. D. Irving
Kohltech International
Ledwidge Lumber
Nova Scotia Community College Academic Union
Public Service Commission of Nova Scotia (Govt. Employees; Health Care Workers whose plans are administered by Medavie Blue Cross) - see Billing Information Sheet for unique particulars.
South Shore Regional Centre for Education (non-teaching staff)
St. Francis Xavier University (faculty and staff)
Shaw Group (Shaw Brick; Shaw Resources; Ven Rex; Prestige Homes; Clayton Developments)
Simply Cast
Sobeys Corporate (Includes Lawton's & Sobeys stores, offices, warehouse staff)
Sobeys Franchises (ex. Foodland - inclusion choice of Franchisee; check with client re inclusion)
Strait Regional Centre for Education (non-teaching staff)
Tri-County Regional Centre for Education (non-teaching staff)
Tru-Star Industries Limited
Universite Sainte-Anne (faculty and staff)
Veterans Affairs Canada (POC 12) - see Billing Information Sheet for unique particulars.

If you have questions or wish clarification regarding the above, please contact nschapter.ccpa@gmail.com

Campus Trust
Canada Life (formerly Great West Life)
Desjardins
Greenshield
Guard.me International Insurance
Manulife
Sun Life Financial

The above benefit plan insurers have recognized NSCCT as a regulatory body and its licensed RCTs and RCT-Cs as service providers.

This recognition is only valid in those cases where an employer/organization/corporate client has included RCTs and RCT-Cs as service providers under their particular plan. Payment for claims for services will only be approved when RCTs and RCT-Cs are included as approved practitioners or "are deemed to be service providers under a particular plan.

In addition to verifying that RCTs/RCT-Cs are approved practitioners in a particular plan, it is important to verify that the client has a balance under this benefit prior to providing services.

Billing Information: Campus Trust

Campus Trust is a self-funded students' benefits plan, i.e., payments for services are covered from the fees students pay into the plan.

Students eligible to use this plan will possess a Student Benefits Card.

Registering for Billing

Go to studentbenefits.ca; Click on applicable university; Click on Register Now; Scroll to bottom of form; on right hand side Click on Provider Registration. Complete the form as directed. Approval as a service provider will be received within 24 hours.

Direct Deposit

Application process includes providing the necessary documentation for Direct Deposit. Campus Trust pays on a bi-weekly basis.

Plans Where Counselling Therapists Are Included as Approved Practitioners:

Acadia University - Domestic Students, Effective September 1, 2020

Cape Breton University - Domestic Students, Effective September 1, 2020

Mount St. Vincent University - Domestic Students, Effective September 1, 2020

Billing Information: Canada Life (formerly Great West Life)

Clients may self-refer or have referral from doctor.

Client pays for your service and submit receipts to insurer for reimbursement.

Your receipt must include Provider Name, Address, NSCCT Registration Number, HST Number, if applicable, Service Provided, Session Length, Fee and HST Amounts.

Note: RCT-Cs must include the name of their Supervisor on the invoice.

Plans Where Counselling Therapists Are Included as Approved Practitioners:

International Brotherhood of Electrical Workers – Local 625 - see Billing Information Sheet for unique particulars.

O'Regan's

Port Hawkesbury Paper

L. P. Building Products

Billing Information: Desjardins

As of this date, organizations insured with Desjardins that have included counselling therapists as approved practitioners in their plans require their employees to pay the practitioner and submit the receipt thereafter.

Billing Information: Green Shield

Either:

The client pays and submits a receipt for services to Green Shield.

The receipt needs to include the Provider Name and Credentials, NSCCT Registration Number; HST Number, if applicable.

When a receipt is submitted, Green Shield checks that the Counselling Therapist is registered with NSCCT and approves. If this is a first time request or receipt submission for the RCT/RCT-C and you are not in their system they put you in!

Or:

RCTs and RCT-Cs can register by going to Provider Connect:

<https://www.providerconnect.ca/ProviderEnrolment/HPPSApplication.aspx>

It normally takes 3-4 days for approval.

Direct Billing:

Direct billing with Green Shield can be arranged with further information - they especially want to know about the office location, private entrance, separate counselling room etc. This can be done by email or fax.

Make a follow-up call to Green Shield 1.888.711.1119 to confirm Direct Billing is in place.

Note:

As of this date, a list of organizations whose insurer is Greenshield is not available.

However, there is no need for initiation of RCT inclusion by employers. If you are an RCT or RCT-C in good standing with NSCCT and registered, as per the above, your invoice for services will be processed.

Billing Information: Guard.me International Insurance

Guard.me is **an insurer for international students** attending universities and schools in Canada. Clients may self-refer.

As proof of coverage, each client must present the Guard.me Claim Form as a demonstration of proof of coverage and consent.

In the event the student asks, s/he/they may get a Claim Form by logging in to their Guard.me website, using their Policy Number.

Billing Direct:

The service provider can direct bill by submitting the Claim Form, completed and signed by the insured allowing for release of information and assignment of benefits, along with an Invoice for services provided.

Invoice information needs to include NSCCT Registration Number and HST Number, if you are charging HST.

Fax or email Claim Form and Invoice to Guard.me as directed on the Claim Form.

Direct Deposit

To receive payment via direct deposit, email a voided cheque or the form obtained from your bank at the time you submit the Claim Form for your first client.

Plans Where Counselling Therapists Are Included As Approved Practitioners

Cape Breton University - International Students

Universite Sainte-Anne - International Students, Effective Sept. 1,2020

Billing Information: Manulife Billing Process

Clients may self-refer or have a referral their doctor.

The client pays for their service and submits the receipt to the insurer for reimbursement.

The receipt must include the Provider Name, Address, NSCCT Registration Number, HST Number, if applicable, your fee amount, including HST.

Note: Your fee amount is not to be broken down. Ex. Fee \$100.; HST \$15.; amount submitted \$115.00

Plans Where Counselling Therapists Are Included as Approved Practitioners:

Halifax Local Union No. 56 - United Associations of Journeymen and Apprentices of the Plumbing, Steamfitters and Pipefitting Industry of the United States and Canada.

Health Association Nova Scotia (HANS) - see Billing Information Sheet for unique particulars.

Local 615 Mainland Nova Scotia Labourers

Manulife Financial

Professional Association of Residents – Maritime Provinces - Residents of Dalhousie Medical
School
The Summit Spa

Billing Information: Sun Life Financial

The clients may self-refer or have a referral from doctor.

The client pays your service and submits the receipt to the insurer for reimbursement.

Receipt must include your Client's Name, Provider Name, Address, Telephone Number, NSCCT Registration Number, Service Provided (Counselling/Therapy), Date of Service, Session Length, Fee, HST, if applicable, HST Number

Plans Where Counselling Therapists Are Included as Approved Practitioners:

Acadia University - International Students, Effective September 1, 2020

Eastlink

Excel Auto Supplies (Digby, Middleton, Berwick, Kentville, New Minas, Windsor)

Gerhardts Property Development

Billing Information Sheet: First Nations and Inuit Health

Employer/Company/Organization: First Nations and Inuit Health

Insurance Company/Benefits Insurer: Invoicing is Direct to First Nations and Inuit Health.

Accessing Service: Clients may self-refer.
Note: You must be registered as a provider prior to providing services. This is a one-time process; however, you must submit proof of professional membership and liability insurance annually.

Procedure for Billing: All forms are available online and can be accessed as follows:
Google First Nations and Inuit Health Branch
Scroll down to Subjects and link to Non-Insured Health Benefits
Under Services and Information click on Benefits and Services
Under Services and Information, click on Mental Health Counselling
Under Mental Health Counselling Benefits, scroll down to Mental Health Counselling Forms
Under Mental Health Counselling Forms, click on *Counselling Provider Agreement* form; complete and submit.
When you have a request for counselling, Return to Mental Health Counselling Forms and click on *Mental Health Counselling Prior Approval Form*. This form **must** be completed and submitted for each client.
On this page you will also find the *Appointment Confirmation Sheet*, which **must** be completed and signed by the client following each appointment. This form **must** be submitted with your claim.
When ready to submit your claim, return to Mental Health Counselling Forms; scroll down to *Mental Health Counselling Claim Form*; open and complete.
Submit Claim Form, along with Appointment Confirmation Sheet.

Provider's Receipt Needs to Include: No receipt to client required; complete forms and submit as directed above.

Exceptions, Special Circumstances: You **must first register as a provider**. When you have a request for counselling, you **must** complete and submit the Prior Approval Form and you **must** have the client sign confirmation of attendance at each session.
Under How to Access Mental Health Counselling benefits note, "The program provides coverage for an initial assessment, followed by up to 20 counselling sessions."

Questions or Difficulties Contact: Staff at First Nations and Inuit Health encourage you to call, should you encounter difficulties with the process - 1.800.565.3294(1)(1)(5) or you may contact nschapter.ccpa@gmail.com.

Billing Information Sheet: Halifax Professional Fire Fighters Association

Organization:	Halifax Professional Fire Fighters Association
Accessing Service:	Members may access counselling via self-referral or referral by their family doctor.
Procedure for Billing:	Client must pay RCT directly and then submit claim with receipt for reimbursement.
Provider's Receipt Needs to Include:	Provider's Name, Address, NSCCT Registration Number and HST Number, if charging HST. Amount of your fee.
Exceptions, Special Circumstances:	None
Questions or Difficulties Contact:	nschapter.ccpa@gmail.com

Billing Information Sheet: Health Association Nova Scotia (HANS)

Employer/Company/Organization:	Health Association Nova Scotia (HANS)
Affiliated Companies/Organizations:	A list of member organizations can be found by visiting the HANS website at www.healthassociation.ns.ca and linking to "Our Members"
Insurance Company/Benefits Insurer:	Manulife Financial
Accessing Service:	Employees may access counselling via self-referral or referral by their family doctor
Procedure for Billing:	Client must pay RCT and then send invoice to Manulife for reimbursement.
Fees	Your fee amount should include HST. It is not to be broken down. For example, if your fee is \$100. and you charge HST, the amount submitted for payment would be \$115.00.
Provider's Receipt Needs to Include:	Provider's Name, Address, NSCCT Registration Number and HST Number, if charging HST.
Exceptions, Special Circumstances:	HANS does not administer the benefits plan for all member organizations, so this must be checked with each client. Further, different organizations have different coverage limits, so this must be verified with clients.
Questions or Difficulties Contact:	nschapter.ccpa@gmail.com

Billing Information Sheet: Interim Federal Health Program -- IFHP

This program is a federal government initiative to provide medical services to newcomers for a period of one year from the date of their arrival in Canada. The services include mental health services.

Employer/Company/Organization:	Immigration, Refugees and Citizenship Canada
Insurance Company/Benefits Insurer:	Medavie Blue Cross
Accessing Service:	Newcomers must have a referral from a Doctor
Procedure for Billing:	Service Provider can direct bill to Blue Cross - see following page re billing process
Provider's Invoice Needs to Include:	Provider Name, Address, NSCCT Registration Number, Medavie Blue Cross Provider Number for this program, Claim Authorization Number, Service Provided, Date, Session Length, Fee Charged, If HST charged, must include HST Number.
Claims Dept/Provider Helpline:	1.888.614.1880 for assistance with billing and forms.

Exceptions, Special Circumstances:

Please Note: The IFHP is administered by Medavie Blue Cross. To be eligible to provide services funded by the program you **must register specifically as a service provider for this program** with Medavie Blue Cross. To do so please go to <https://provider.medavie.bluecross.ca/>

On the top right hand side you can see an icon that reads "**Request Account**". Click there and it will take you to a "Request Access ", then a form to complete. You may have to put specialty as "other" and then included your RCT number in the "Additional Information" box.

Once you are successfully registered you will receive, by mail, a package of information about this specific program.

Note: Please review next steps on the following page - This program is unique and it involves a number of steps. Please review all information carefully prior to commitment to any services.

Billing Information: Interim Federal Health Program - Providing Services to Newcomers

Once you are a registered provider for this program with Medavie Blue Cross, as per the instructions on the previous page, you must do the following to be reimbursed for counselling/therapy services you may provide.

Again, all clients **must** have a referral from their family doctor or another physician who will provide them with this referral.

Before commencing any counselling/therapy, go to provider.medavie.bluecross.ca

- Scroll down to blue printed list
- Click on Benefit Grid/Drug Formulary
- Click IFHP Benefit Grid - Supplemental Coverage
- Scroll down this site to Psychotherapy, Counselling, etc. You will find the benefit code for this service and instructions to read Notes 2, 3, 4, 5, 89. Read carefully.

If you will need to use interpretative services

- Scroll down to Interpretative Services, note the benefit code and carefully read Notes 8 and 89. The 2-hour restriction on interpretative services only applies to those completing a PAHA, so disregard.

Return to the blue printed list

- Click on Forms and Agreements
- Click on Medical/General Services Claim Form - this is the form used for both prior approval and submission of requests for payment - check the appropriate box.

In submitting the Prior Approval Form, if you are using an interpreter, you must include under Item 4 - Additional Information, the fact that you will be utilizing the services of an interpreter for this client due to his/her lack of fluency in the English language and will be invoicing for these services at the prescribed rate. Under this Item, also note that you are attaching a referral from the doctor which states the client is accessing mental health services to address _____(ex. anxiety, relationship issues).

Re payment for services provided, you will use the Medical/General Services Claim Form to bill both for your service and the services of the interpreter.

Regarding payment to the interpreter, you will pay the interpreter at the prescribed rate of \$28.95 per hour; s/he will provide you with a receipt, noting the money paid is for interpretative services. If the interpreter charges HST, his/her HST number must be noted on the receipt.

In addition to the Claim Form requesting payment, you will submit an invoice, noting service provided, fee charged, plus HST, if applicable. If you are charging HST, you must include your HST number on your invoice.

To summarize, when submitting a Claim Form for payment you must complete the Medical/General Services Claim Form, Check 'Post Approval', attach your invoice and a copy of the receipt you received from the interpreter. You will see the address for mailing at the bottom of the Claim Form.

Accessing The Services Of An Interpreter

It is important to note that Medavie Blue Cross will cover the cost of interpretative services at the rate of \$28.95 per hour, plus HST, if the interpreter has an HST number. This means that accessible resources are limited.

If interpretative services are required, it is important to discuss with the client any particular needs she/he may have re this interpretation. Then, with the permission of the client, contact the sponsorship group to discuss the

need. Whoever you recruit to provide interpretative services, it will be important to again check with the client to ensure she/he is comfortable with the interpreter accessed.

Need Help? Having difficulty with billing and forms, call the IFHP Help Line at 1.888.614.1880; Interpretative services and other issues email nschapter.ccpa@gmail.com.

Billing Information Sheet: International Brotherhood of Electrical Workers – Local 625

Organization:	International Brotherhood of Electrical Workers – Local 625
Insurance Company/Benefits Insurer:	Great West Life
Accessing Service:	Member may access counselling via self-referral or referral by other professional.
Procedure for Billing:	<p>Payment via direct billing, completed manually by RCT as per the following process.</p> <p>Go to the website BPAGroup.com Home page; look to the bottom of the Screen; chose 'Supplementary Health Expense Form'; there will be 3 options; chose Local 625, NS/NB/PEI.</p> <p>Complete the Claim Form.</p> <p>Separately do your own Assignment of Benefits Form. This form is to state: I, (name of client) do assign payment of this claim to (name of RCT of (name of your practice, if you have that). Have client sign and date this form.</p> <p>Finally, prepare an Invoice, indicating date of service, fee per hour/session, HST if applicable, your name, credentials, address, HST Number if charging HST</p> <p>If you are a RCT-C please include the name of your Supervisor on your invoice.</p> <p>Submit the three forms via postal mail to the Halifax address noted on the Claim Form.</p>
Exceptions, Special Circumstances:	<p>Be sure to confirm client is a member of Local 625. Maximum allowable per calendar year for each member and his/her approved dependents. \$500.</p> <p>If you are a RCT-C, include the name of your Supervisor on your invoice.</p>
Questions or Difficulties Contact:	nschapter.ccpa@gmail.com

Billing Information Sheet: Public Service Commission of Nova Scotia

Employer/Company/Organization:	Nova Scotia Government Employees, Health Care Workers of former Health Authorities whose plans are administered by Medavie Blue Cross
Insurance Company/Benefits Insurer:	Medavie Blue Cross
Accessing Service:	Employees may access counselling via referral by their family doctor or by self-referral.
Procedure for Billing:	If the client plan is in the "10,000 series," you <u>must</u> complete the <i>Assignment of Benefits</i> form, have it signed by the client and submit with your invoice. The client is required to provide this form; however, in the event the client does not have a copy, contact nschapter.ccpa@gmail.com and a copy will be forwarded for your use. Otherwise, the client pays for the session and submits the receipt for reimbursement.
Provider's Invoice Needs to Include:	Name of Employee, Provider's Name, Address, Telephone Number, Medavie Blue Cross Billing Number, NSCCT Registration Number, Service Provided - Counselling Therapy, Date of Service, Session Length, Fee Charged. If HST charged, receipt must include HST Number.
Exceptions, Special Circumstances:	As a service provider, if you have not already registered with Medavie Blue Cross, you must complete registration to obtain a Billing Number prior to accepting clients. To complete this process, see insurance information for Medavie Blue Cross in this Manual. As eligible dollar amounts per workplace may vary, it is important to verify the client has a balance under this benefit prior to providing service.
Questions or Difficulties Contact:	nschapter.ccpa@gmail.com

Billing Information: Sheet RWAM Insurance Administrators

Employer/Company/Organization:	Various
Insurance Company/Benefits Insurer:	RWAM, Benefits Plan Administrator for La Capitale Insurance, Quebec
Accessing Service:	Clients may self-refer.
Procedure for Billing:	Providers must first Register with RWAM and then can submit claims for reimbursement as per instructions on the RWAM website.
Provider Registration:	<p>RWAM.com Click 'Providers' - top right of screen Scroll down to 'Register Now' Click 'Provider Claims Services' Click on 'Register' - top right of screen Read and accept Terms and Conditions Scroll down and click on 'Health Provider' Follow the prompts to complete the process</p> <p>Note: 1) If space allows, where you enter your License Number, put 'NSCCT-#.' This may assist with clarification, as RWAM is only registering counselling therapists in NS and NB. 2)RWAM will take a few days to process your registration application. Initially you will receive a confirmation that your registration application has been received then you will receive notice that your registration has been 'activated', along with your User I. D.</p>
Exceptions, Special Circumstances:	All persons who hold a RWAM member card are eligible to bill for services if they have coverage for psychological services on their particular plan. It is important to verify this and also to ensure they have not utilized their limit for the year.
Questions or Difficulties Contact:	If there is uncertainty re coverage, call the Health and Dental Claims Dept. of RWAM at 1.877.888.7926. For other questions contact nschapter.ccpa@gmail.com.

Billing Information Sheet: Veterans Affairs Canada (VAC)

Employer/Company/Organization:	Veterans Affairs Canada (VAC) Program of Choice – 12 (POC-12)
Affiliated Companies:	N/A
Insurance Company/Benefits Insurer:	Medavie Blue Cross
Accessing Service:	Veterans must have a referral from their family doctor and pre-authorization done by service provider.
Procedure for Billing:	RCT/RCT-C can direct bill to Medavie Blue Cross.
Provider's Receipt/Invoice Needs to Include:	Provider's Name, Address, Medavie Blue Cross Billing Number, NSCCT Registration Number, Pre-authorization Number, Service Provided, Date and Session Length, Fee Charged. If HST charged, receipt /invoice must include HST Number.
Exceptions, Special Circumstances:	Important to note that, at this time, Program of Choice - 12 [POC 12] is the only program under which we are covered with VAC. The veteran will need to find out about their specific coverage, by checking their Blue Cross card and calling to confirm what coverage they do have. If the veteran does have this coverage under POC-12, then the service Provider needs to have pre- authorization from the VAC Treatment Authorization Centre prior to sessions. This can be obtained by calling the Claims Dept. / Provider Line at 1. 888. 261. 4033 Federal Programs Inquiry Line
Questions or Difficulties Contact:	nschapter.ccpa@gmail.com

Note: If you do currently have a Veteran client or expect to have one soon who would fit under this program, contact Dianne, if you have any questions or concerns. Do not call VAC employer or Medavie Blue Cross, except as directed above.

Billing Information Sheet: Workers Compensation Board

Employer/Company/Organization: Workers Compensation Board

Insurance Company/Benefits Insurer: This is a program of Workers Compensation Board

Accessing Service: Must have referral by WCB Caseworker or if referred by physician, assessment and treatment must be confirmed by WCB Caseworker

Procedure for Billing: Submit invoice to WCB, including your name, address, WCB Registration Number, service provided, date of service, client's name and Claim Number.

Provider Registration: To be a WCB service provider, must register and be approved. To apply for approval as service provider go to wcb.ns.ca; click on Service Providers; click on Approved Service Provider Application; on left link to Proposal Application. Complete as directed and submit to WCB along with copy of licensure with NSCCT, copy of master's degree; resume and proof of \$2 M. liability insurance.

Exceptions, Special Circumstances: RCTs are eligible to provide counselling services to Tier 1 and 2 clients. Reimbursement under this plan is set at \$100.00 per session (50 – 60 minutes). Reports written as required by WCB can be billed at one-half the session fee (\$50.00) Client cannot be charged extra for counselling sessions or report writing. New fee structure is **effective Dec. 1, 2018**; clients seen previous to this date must be billed at the previous rate of \$60.00.

Questions or Difficulties Contact: nschapter.ccpa@gmail.com

Employee and Family Assistance Plans

Billing Information: ComPsych

The website is: <https://www.compsych.com/contact>

Compensation is \$75.00 per hour

Missed appointments are not covered by ComPsych

Billing Information: Lifeworks (Previously Shepell FGI)

Billing Information: Workplace Options

The website is: <https://www.workplaceoptions.com>

Billing Information: Layla Care

Layla Care is a mental healthcare service provider in Nova Scotia beginning January 2023.

For additional information, please contact Chantal Santos at 1.647.578.6846 or chantalsantos@layla.care