

# FINDING A HEALTH PROVIDER

## WHY CAN'T I FIND THE PROVIDER I'M SEARCHING FOR?

The search results will only display providers who:

- Are registered with and monitored by us to ensure they don't have any history of fraud-related activities like inappropriate billing or over-billing
- Have a valid Canadian address
- Are in good standing with their applicable professional college or provincial association
- Are approved to bill us directly

If you want to check whether a provider is actively using their direct billing status, this additional detail is shown in the results. See below for more information about the direct billing indicator.

## IT LOOKS LIKE I CAN SEARCH FOR ALL KINDS OF PROVIDERS. DOES THAT MEAN I CAN SUBMIT A CLAIM FOR THEM TOO?

Providers that may not be covered on your benefits plan are included in the search tool. Search results do not reflect any special preferred provider arrangements in place. It's best to check your benefits coverage before scheduling an appointment.

## HOW DOES "MY FAVOURITES" WORK?

Simply click the heart symbol beside that provider's name. For easy access to the provider's information, next time you log in it will be shown by default under the "My Favourites" provider type. If you would like to remove the provider from your favourites, just click on the heart symbol again.

## WHERE DID ALL THIS INFORMATION ABOUT MY PROVIDER COME FROM? HOW DO I KNOW IF IT'S ACCURATE?

The information you see about your provider comes from our extensive network of health providers and has been helpfully supplemented with some extra information from Google. While the data coming from our provider network has been given to us by the provider themselves, we cannot guarantee the accuracy of the data coming from Google. Check out the table below for more details:

| INFORMATION FROM OUR FILES                                   | INFORMATION FROM GOOGLE                        |
|--------------------------------------------------------------|------------------------------------------------|
| Name                                                         | Provider street view                           |
| Pharmacy Quality Rating<br>(for pharmacies only)             | Directions                                     |
| Provider type (e.g. pharmacy, medical items/<br>services)    | Hours of operation                             |
| Business phone number                                        | Busy times (if available)                      |
| Business address                                             | Provider website (if available)                |
| Direct billing indicator<br>(see below for more information) | Send to phone / add to contacts (if available) |

### WHAT DOES THIS ICON MEAN?

This icon tells you that the provider bills us directly for your claims. Each month we perform a check to see whether the provider is taking advantage of direct billing, so visiting a provider with this icon will mean there's nothing left for you to do once you've left the location.

