

PHYSIOTHERAPY VIRTUAL CARE: TELEREHABILITATION FUNDING

April 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: https://www.canadalife.com/about-us/how-canada-life-is-supporting-you-during-covid-19.html
Green Shield Canada	Confirmed on their website: 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	Recent upgrade in coverage for virtual visits – confirmed by call to call centre.
Medavie Blue Cross	Confirmed on their website: 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: https://www.sunlife.ca/ca/COVID-19/COVID-19+FAQs?vgnLocale=en_CA