RTO Insurance

Who Do I Call If I Have Questions?

If you have a question re. a medical or dental **CLAIM**, call: **Medavie Blue Cross** at **1 800 667-4511**.

Medavie Blue Cross will be happy to answer your questions, such as the following:

Is a particular item covered by our insurance plan?
How much coverage is available?
Can you check the status of my claim(s)? For example: 'How many of the 20 yearly massages do I have left before August 1_{st}?' or, 'My claim was denied. Why?' or. 'How much of the $20,000 lifetime limit on therapeutic medical equipment do I have left?'

Can you please provide me with an itemized claims list for income tax purposes?

What are the claim requirements for a particular item?

Can you help me file the claim online?

If you have a question re. your **PREMIUMS and POLICIES**, call: **Johnson Insurance** at **1 800 453-9543**.

Johnson Insurance will be happy to help you with enquires about such things as:

Additions to your plan (for example, a new family member, including a new spouse)
Reductions to your plan (for example, if a spouse passes away)
Your life insurance plan
Your travel policy

How much you were billed or other questions re one of the optional insurance plans, including Accidental Death and Dismemberment, Critical Illness, and/or Belair Direct (for house and car insurance)

If you have a question that the (free to you!) **CAREPATH** program can help you with, call:
a helpful intake worker at **1 844 453-6788**

Carepath will be happy to help you and your family members get support in three areas:
Chronic Disease – assistance from diagnosis to treatment to recovery for a range of chronic illnesses, including cancer
Mental Health – support with navigation and for counselling for those with mild to severe mental health concerns, or for mental or emotional struggles due to another health condition or life event
Elder Care – support for you, your parents or your spouse navigating the system and making decisions about appropriate care, be that in the home or in a senior living facility.