

UNDERSTANDING my coverage

August 15, 2013

Further extension on process changes impacting massage therapy claims in Alberta

In April of this year, Sun Life provided you with a [communication](#) on changes impacting only those extended health care claims in Alberta for massage therapy services performed by massage therapists belonging to the Natural Health Practitioners of Canada (NHPC).

We previously informed you that, beginning September 1, 2013, for massage therapists belonging to the NHPC, Sun Life will only recognize those members in good-standing who:

- have 2,200 hours of formal training;
- successfully completed the Competency Equivalency Exam (CEE); or
- have exempted from the CEE.

This change to our process impacts those claims for services rendered by NHPC members who have only completed the Massage Therapy Competency Assessment Process (MTCAP).

New effective date

This notice is to let you know that we have further delayed the effective date of our process change until **January 1, 2014**. This means that we will continue to accept claims for eligible services performed by NHPC massage therapists in Alberta having the MTCAP designation until January 1, 2014.

This extension provides the NHPC with additional time to evaluate current massage therapy members completing the CEE.

What this means to you

After January 1, 2014, claims for services rendered by a massage therapist in Alberta who belongs to the NHPC will only be considered eligible for reimbursement if that practitioner has the required hours of training, has passed the CEE, or been exempted from that exam.

If you have a practitioner who is registered with another association in Alberta recognized by Sun Life, you are **not** affected by this change. These associations are:

- London and Counties Society of Physiologists
- Massage Therapist Association of Alberta (MTAA)
- Remedial Massage Therapists Association (RMTA)

Next steps

If your massage therapist is a member of the NHPC, it is recommended that you ask him or her if they have successfully completed 2,200 hours of formal training or the Competency Equivalency Exam (CEE) or been exempted. Only expenses for services performed by NHPC

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massage therapists, who have completed one of the necessary requirements or been exempted, will be eligible for reimbursement after January 1, 2014

Questions?

If you have any questions about which massage therapy associations Sun Life recognizes across Canada, please contact our Customer Care Centre toll-free at 1-800-361-6212 (Monday to Friday, 8 a.m. to 8 p.m. ET).