

Virtual visits accepted



Here's a list of providers where you can submit receipts for eligible virtual (e.g., phone or video) visits. You should speak with your provider to see if the services you need are eligible to be provided virtually. These services are subject to your plan provisions, and the usual reasonable and customary amounts. Coverage for providers may vary by plan, so check GroupNet for plan members or your plan booklet for your coverage details.

Provider	Provider eClaims available	Virtual visits allowed
Acupuncturist	Yes	No
Athletic therapist	No	No
Audiologist	No	No
Chiropractor	Yes	Yes
Dietitian	Yes	Yes
Massage therapist	Yes	No
Naturopath	Yes	Yes
Optician	Yes	No
Optometrist	Yes	Yes
Osteopath	No	No
Psychologist	Yes	Yes
Physical rehabilitation therapist (Quebec only)	Yes	Yes
Physiotherapist	Yes	Yes
Podiatrist/chiropractist	No	No
Social worker	No	Yes
Speech therapist	Yes	Yes

We've identified which providers are currently eligible to perform virtual services to plan members. We'll monitor the situation and make any updates if our current handling changes.