

UNDERSTANDING my coverage

April 26, 2013

Effective date of change to Alberta massage therapy claims process now September 1, 2013

Earlier this month, Sun Life updated you with a [communication](#) on the process of massage therapy claims in Alberta.

The previous communication reminded you that beginning May 1, 2013, Sun Life would only recognize Natural Health Practitioners of Canada (NHPC) massage therapy members in good-standing who:

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

We would no longer recognize NHPC members who have only completed the Massage Therapy Competency Assessment Process (MTCAP).

Important effective date change

This notice is to let you know that we have extended the time during which we will still accept claims for services of a massage therapist in Alberta who has not yet met one of the above requirements.

We have extended this period until **September 1, 2013**. This is to allow the NHPC enough time to finish their evaluations of current massage therapy members who are currently completing the CEE examination. The NHPC will then be able to accurately gather and compile information regarding the massage therapists in Alberta who have successfully completed all of the requirements.

What this means to you

After September 1, 2013, claims for services rendered by a massage therapist in Alberta who belongs to the NHPC will only be considered for reimbursement if that practitioner has the required hours of training, passed the CEE or been grandfathered by the NHPC.

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)

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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 the Competency Equivalency Exam (CEE) or been grandfathered. Only expenses for services performed by NHPC massage therapists who have completed the necessary requirements, will be eligible for reimbursement after September 1, 2013.

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).