

Colleges of Applied Arts and Technology  
**GROUP INSURANCE BENEFITS  
COMMUNIQUÉ  
IMPORTANT INFORMATION**

**NON-THERAPEUTIC MASSAGE CLINICS IN QUEBEC**

There is a growing issue concerning non-therapeutic massage clinics in Quebec issuing receipts for insurance purposes – and plan members claiming these as therapeutic massage services under their group benefits plan. This communication provides an overview of the issue – and a reminder that only claims for **therapeutic massage services are covered under the CAAT Extended Health Care plans**.

Sun Life informed us that these operations are most easily identified by the public advertising they post – offering “additional” or “other” services. They can also be identified by their long hours of operation, with many open 24 hours a day, seven days a week.

A number of these operations advertise that they will issue receipts for insurance purposes – even though the services are clearly not eligible for coverage. Under the terms of our plans, coverage is available only for therapeutic or medically necessary services as accepted by standard medical practices.

As a result, Sun Life will decline all massage therapy claims – even if a receipt has been provided – if the service has been provided to a plan member in an establishment that they have determined is not in fact a true massage therapy clinic, either through its advertising, hours of operation or other evidence.

To avoid having a legitimate massage claim denied, we encourage you to research any massage provider you are considering to ensure it is a legitimate provider of therapeutic massage services. Any clinic that offers “additional” services or is a 24/7 operation will likely not meet the criteria as a qualified provider.

**Questions?**

If you have any questions, please contact Sun Life’s Customer Care Centre at 1-800-361-6212.