## Manulife



## What does it mean if my service provider is delisted?

- It means, they're not covered under your benefits plan and we won't pay claims from them.
- We delist service providers if, after reviewing them, we have concerns about their business practices.\*

## How do I find out if my service provider is delisted?

- Sign in to your plan member secure site at manulife.ca. Then go to the Wellness centre section near the bottom of the page and choose View list of providers not covered.
- Check with your service provider. We tell them if we won't accept claims from them.

## What can I do to help?

- View the list of service providers not covered every once in a while.
- It's important that only eligible claims are processed and paid. It helps us to protect you, your employer and your benefits plan.
- Tell us if your experience with a service provider concerns you – use the new <u>Share & Protect e-form</u>.

\* These business practices may include submitting improper claims, potential benefits abuse, or disciplinary action taken by a regulatory body.

Group Benefit products and services are offered by The Manufacturers Life Insurance Company (Manulife). Manulife, Stylized M Design, and Manulife & Stylized M Design are trademarks of The Manufacturers Life Insurance Company and are used by it, and by its affiliates under license. © 2019 The Manufacturers Life Insurance Company. All rights reserved. PO Box 2580, Station B Montreal QC H3B 5C6

INS6791 Group Benefits: Fraud Story Flyer E 01/20 AODA

