



Dear Member,

Manulife recently conducted an extensive review of the osteopath associations listed below. This type of review is common practice for insurance companies, as they are always working to ensure the highest level of member health and financial protection.

The six osteopathic associations below do not meet the administrative standards as required by Manulife, that are comparable to other paramedical providers governed by provincial bodies. As a result, effective November 1, 2017, Manulife will no longer recognize the following associations and member practitioners:

- Ontario Osteopathic and Alternative Medicine Association
- Ontario Association of Certified Osteopaths and Acupuncturists
- Ontario Association of Osteopathy and Natural Medicine
- Ontario Association of Osteopathic Practitioners
- Ontario Professional Association of Osteopathic Medicine
- Society of Osteopaths of Canada / Society of Osteopaths of Quebec

This decision is not intended to call into question the conduct of any individual osteopath. However, if you or an eligible family member uses the services of an osteopath registered with any of these associations after October 31, 2017, claims will be ineligible for reimbursement.

We are providing this information in advance of November 1, 2017 so you have an opportunity to confirm if your osteopath is registered with a recognized osteopathic association, and to make alternative arrangements for services if required. **To confirm that your osteopath belongs to an association that meets Manulife's administrative standards, please contact OTIP Benefit Services at [1-866-783-6847](tel:1-866-783-6847) with the name of your osteopaths' association.**

### **Claims between September 15 and October 31**

Claims from practitioners registered to the above associations with service dates between **September 15 and October 31, 2017** can continue to be submitted to Manulife for reimbursement. For online claims submission, however, you will be required to attach your service receipt electronically. **Kindly disregard the online memo in the Message Centre that states a termination date of September 15.** You can also mail your claim with the service receipt to Manulife using the Extended

Health Care form found at [www.otip.com/Group-Benefits/Forms](http://www.otip.com/Group-Benefits/Forms) under the Health and Dental form drop down.

If you have any additional questions about this change, or any of your health-care benefits, please call OTIP Benefits Services at [1-866-783-6847](tel:1-866-783-6847).

Sincerely,

**OTIP Benefit Services**

[1-866-783-6847](tel:1-866-783-6847)