

Medavie *Mobile App*

How to claim for internet-based Cognitive Behavioural Therapy (iCBT) and Live Therapy

These steps walk you through how to claim for internet-based Cognitive Behavioural Therapy (iCBT) and Live Therapy through the Medavie Mobile App.



Good to know

Is your iCBT program from **MindBeacon** or **Morneau Shepell (AblitiCBT)**? We are pleased to have approved all practitioners (social workers and psychologists) delivering services through both of these organizations. You will NOT need to enter the name of the practitioner or their designation on your claim. Simply follow the steps below to submit your claim for their services.

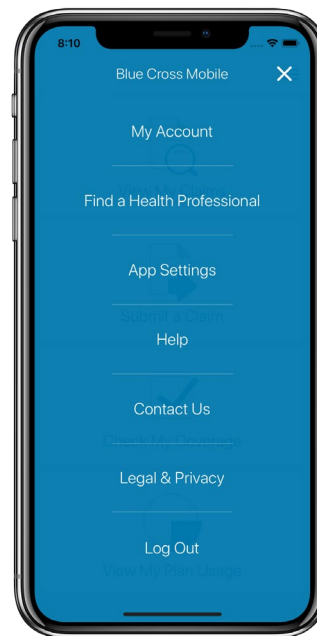
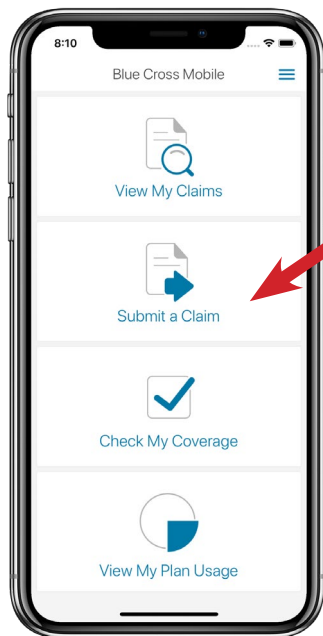
If you are using a different provider, you will enter the practitioner's name and designation as you would for any other claim.



Before you begin your claim

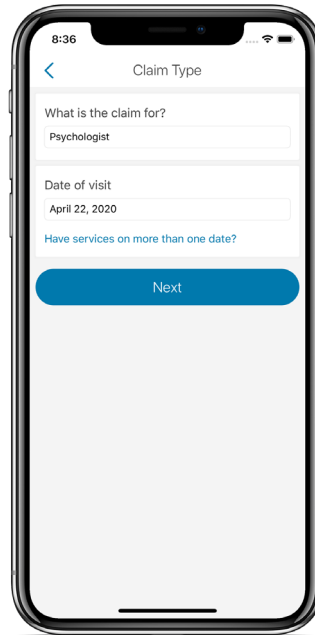
Make sure to take a screenshot or photo of your receipt and save it on your phone for easy uploading.

From the home page of the app, click on “Submit a Claim”



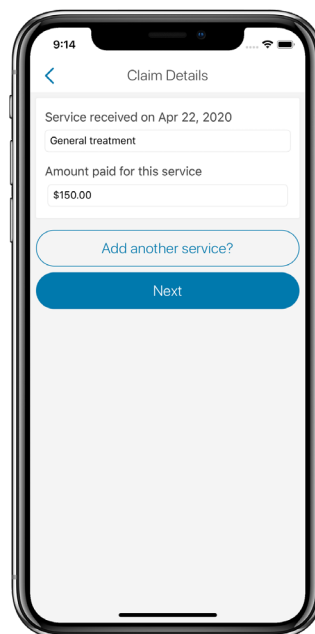
On the claim type page

- In the box labeled 'who is the claim for':
 - If your claim is for Morneau Shepell or MindBeacon, select 'Psychologist'
 - If your claim is for another provider, select the practitioner's designation as shown on your invoice / receipt
- In the box labeled 'date of visit', select the date you purchased the iCBT program (date on your receipt) or the date of your live therapy session,



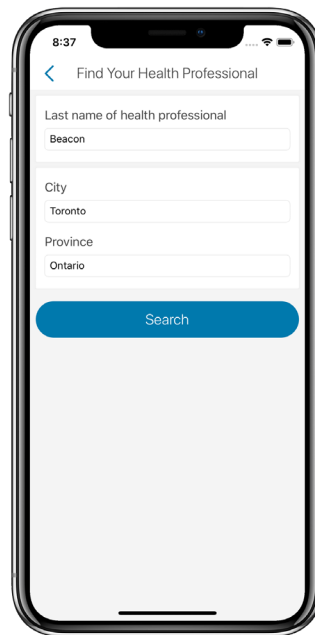
On the Claim details page

- Choose 'general treatment' in the first box
- Enter the amount paid for the service in the second box (e.g.: \$150.00)



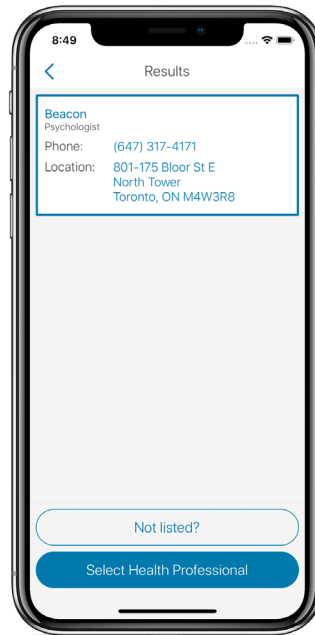
On the next 'claim details' page

- Choose the patient receiving the service (e.g.: yourself or a family member)
- Once you click on the health professional box, you will have another screen pop up called 'Find your Health Professional'
 - **If your practitioner is NOT with MindBeacon or Morneau Shepell**, then simply enter the practitioner's name and city as they appear on your invoice. Then select him / her from the search results and tap 'select health professional'
 - **If your claim IS for a practitioner with MindBeacon or Morneau Shepell:**
 - If your claim is for MindBeacon or Morneau Shepell, select 'Psychologist'
 - If your claim is for another provider, select the practitioner's designation as shown on your invoice / receipt
 - Click on 'search'



The image shows a mobile phone screen displaying the 'Find Your Health Professional' interface. At the top, the time is 8:37 and the title is 'Find Your Health Professional'. Below the title, there are three input fields: 'Last name of health professional' with the text 'Beacon', 'City' with the text 'Toronto', and 'Province' with the text 'Ontario'. A blue 'Search' button is located below the input fields. The bottom of the screen shows a home indicator bar.

- When the results pop up you should see the name of the provider (MindBeacon or Morneau) as such:

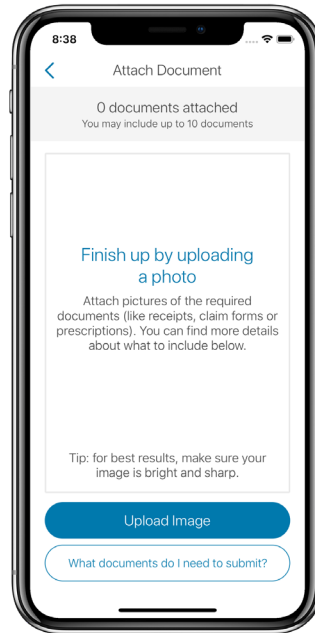


- Tap on the name / address result and then 'select health professional'
- You will now be taken back to the claim details page; tap on 'next'

Complete the pages 'treatment for accident' and 'other coverage'

On the 'attach document' page

- Select 'upload photo' and select the screenshot of the receipt you received from the iCBT provider or from your live therapy session and select 'done attaching images'



Verify your information

Verify your information on the 'Verify Information' page and make sure you select 'I agree to the terms and conditions'. Tap on 'Submit Claim' and the process will be complete.