



**To:** Group Insurance plan members

**Subject:** Claims process

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## Ineligible massage therapy association in Quebec

At iA Financial Group, we regularly audit healthcare providers and associations to make sure that they meet our standards in terms of professional conduct and practice.

After reevaluation, we would like to inform you that we no longer recognize the following association:

— **Professional Massotherapists Association of Quebec (PMAQ)**

As a result, fees incurred from a massage therapist member of this association will no longer be eligible for reimbursement. You may, if you wish, continue to consult these massage therapists, yet without receiving any reimbursement.

### Grace period for a smooth transition

To ensure a smooth transition, iA Financial Group will reimburse massage therapy fees incurred until **July 31, 2020**, from a provider member of this association. Fees incurred on or after August 1, 2020, will be denied.

### Online service to verify providers' eligibility

Verify the eligibility of your healthcare providers using the **provider search** tool available in **My Client Space** and **iA Mobile**.