

THE FOLLOWING INFORMATION IS PROVIDED IN BOTH ENGLISH AND FRENCH.  
L'INFORMATION SUIVANTE EST FOURNI EN ANGLAIS ET FRANÇAIS.



## **Gratuities / Tips**

When submitting claims for massage therapy services either electronically or completing paper claims, it is important to provide the details of treatment and fees charged for service. Any gratuities or tips paid to a provider of health services at the time of service must not be included in the submitted amount. Gratuities/tips are not an eligible benefit under any Medavie Blue Cross plan.

You are encouraged to visit the Health Professionals section on our website at [www.medavie.bluecross.ca](http://www.medavie.bluecross.ca) for claim forms, provider guides, and other information. We hope that you will find it to be a convenient way to do business with us.

If you have any questions regarding this matter, please contact our Customer Information Centre from Monday to Friday at:

1-800-667-4511 Atlantic (8 a.m. to 5 p.m. local time)  
1-800-355-9133 Ontario (8 a.m. to 5 p.m. local time)  
1-888-588-1212 Quebec (8 a.m. to 5 p.m. from Monday to Thursday  
and 9 a.m. to 5 p.m. Friday, local time)

**[www.medavie.bluecross.ca](http://www.medavie.bluecross.ca)**