

## Claim Submission Guidelines ->> Wheelchair Claim

To submit a **Wheelchair claim** you'll need a regular Extended Health Care Claim Form. You'll also need to submit the following information on a separate piece of paper.

### From your Physician

- A diagnosis explaining why the patient needs a wheelchair.
- The type of wheelchair prescribed (e.g. manual, scooter).
- The length of time the patient will need the wheelchair - short term vs. long term.
- Confirmation on whether the patient has used a wheelchair in the past. If yes, please explain how old the previous chair is and why it needs to be replaced.
- If the chair is electric, please confirm whether the patient can work a manual wheelchair and why an electric chair is needed over a manual one. Also list how far the patient can wheel themselves in a manual chair and what activities the chair will be needed for.

*This information will not be used to determine what type of chair the patient will be assessed for, but rather, the type of mobility device the physician considers the patient capable of operating.*

### Additional Information

- If the patient is eligible for funding under a provincially mandated program please submit their statement of payment. If not eligible please provide the provincial program's letter of denial.
- An itemized list from the supplier, with a complete breakdown of the wheelchair's cost and any accessories attached to it.

**NOTE:** Any costs associated with obtaining this information are the responsibility of the patient. In some cases, after a review, additional information might be required. A Manulife representative will contact you with a decision or, if necessary, a request for more information.

Once Manulife has received the information listed above, an assessment will be conducted by our Medical Department. You'll receive a written response concerning the eligibility of the expense as soon as possible.

Please return this information along with a completed claim form to:

**Manulife Financial Group Benefits**  
**P.O. Box 1653**  
**380 Weber Street North,**  
**Waterloo, Ontario N2J 4V1**