



## The scoop on *delisting*

### What does it mean if my service provider is delisted?

- It means, they're not covered under your benefits plan and we won't pay claims from them.
- We delist service providers if, after reviewing them, we have concerns about their business practices.\*

### How do I find out if my service provider is delisted?

- Sign in to your plan member secure site at [manulife.ca](https://manulife.ca). Then go to the **Wellness centre** section near the bottom of the page and choose **View list of providers not covered**.
- Check with your service provider. We tell them if we won't accept claims from them.

### What can I do to help?

- **View the list of service providers not covered** every once in a while.
- It's important that only eligible claims are processed and paid. It helps us to protect you, your employer and your benefits plan.
- Tell us if your experience with a service provider concerns you – use the new **Share & Protect e-form**.

\* These business practices may include submitting improper claims, potential benefits abuse, or disciplinary action taken by a regulatory body.

