

Treatment Benefits during the COVID-19 pandemic

In-person healthcare services have been impacted by the COVID-19 pandemic. VAC has made temporary changes to our Treatment Benefits program to ensure you receive the treatment and services you need. Please read through our questions and answers [below](#) for more information.

Questions and Answers

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Personal Protective Equipment

▼ I need personal protective equipment to attend my health appointments. Will VAC pay for this?

Yes, you may be covered if you need to wear personal protective equipment such as non-medical masks and/or gloves to receive treatment. For more information, please call [1-866-522-2122](tel:1-866-522-2122).

Additionally, if you need an escort to attend your appointment with you or if you have a family member attending VAC authorized treatment, their personal protective equipment will also be covered.

▼ Where can I find personal protective equipment?

Health professionals may have personal protective equipment free or available for purchase at their offices. You can check with your health professional if personal protective equipment will be supplied at your appointment or if you must bring your own.

You can also reach out to medical supply companies such as pharmacies to buy personal protective equipment. We recommend you call ahead to see if they have any in stock.

▼ What type of personal protective equipment is covered?

We will reimburse personal protective equipment including non-medical masks and/or gloves. If your health professional requires you wear other personal protective equipment, please call [1-866-522-2122](tel:1-866-522-2122).

▼ How do I get reimbursed for personal protective equipment?

You can use your VAC Health Identification Card to purchase personal protective equipment. You can use this card with VAC registered health care providers such as your local pharmacy or treating health professional. They will bill VAC directly so you do not need to pay out of pocket.

If you are unable to use your VAC Health Identification Card, please complete a [VAC 918 Client Reimbursement Claim Form](#) and submit to Medavie Blue Cross by mail to:

National Reimbursement Centre
PO Box 6700
Moncton, NB E1C 0T8

You will need to submit your proof of payment (original receipt or invoice) that shows:

- the date you received the benefit or service;
- the name of the benefit or service;
- the amount you paid; and,
- the name and address of the provider.

Information on healthcare services

As different parts of the country begin to reopen, some health providers may be resuming in-person services. Here is a list of services and their status for each province and territory. Always check with your health provider for their reopening status.

Please note: This list was updated 16 June 2020.

Provinces

▼ Ontario

Physiotherapy: Services were able to gradually resume 26 May.

Massage Therapy: Services were allowed to gradually resume 29 May.

Chiropractor: Services were able to gradually resume 26 May.

Occupational Therapy: In-person services may be provided for urgent cases only.

Please check with your local health care provider for their current status.

Territories

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