

Green Shield Canada has some policies in place to protect the integrity of your benefit plan and reduce unnecessary health care costs. We'd like to take this opportunity to let you know about our claims policy for Internet Optical Providers who dispense prescription contact lenses and/or eyeglasses via their website.

Green Shield Canada's Internet Optical Provider Policy

Claims from Internet Optical Providers for prescription contact lenses and/or eyeglasses are eligible under a Green Shield Canada benefit plan as long as:

- the Optical Provider has a location in Canada (i.e., a Canadian business address)
- the provider website is an official Optical Provider that sells prescription eyeglasses and contacts (i.e., *we would not accept a receipt from a website that only dispenses sunglasses*)
- the receipt provides all the information that we require from a regular Optical store such as patient's name, date of service, etc.

Thank you for helping us to protect your benefit plan and reduce unnecessary health care costs. We hope that this information will help you become a more engaged consumer of health care services.

Need help?

Should you have any questions, please do not hesitate to contact our Customer Service Centre at **1-888-711-1119**.