

Information about vision claims from Great Glasses

As a result of recent court decisions, the Great Glasses chain of eyewear stores located across southern Ontario was found guilty of operating in violation of the Regulated Health Professions Act, and the chain is now in court-ordered receivership. In the province of Ontario, corrective eyewear is required to be prescribed and / or dispensed by a Regulated Health Professional (Optometrist, Ophthalmologist, Physician, or Optician) registered to do so. When an Optical provider is not compliant with this regulation, they could be putting your health and well being at a risk.

Administrative guidelines protect your health and well being

As an administrator of health and dental benefits, it is our responsibility to ensure that the claims we administer through your benefit plan comply with the law. We have administrative guidelines in place regarding the reimbursement of vision claims that require the optical provider to have a valid Certificate of Registration / License to provide the service / product. This protects you in situations where providers are not registered to prescribe and / or dispense corrective eyewear.

Claims from Great Glasses stores

To ensure you are not at risk, we have been in close contact with each Great Glasses store to verify that they have a Regulated Health Professional on staff that is able to prescribe for and / or dispense eyewear. At this time, most do not, and as a result, we will not reimburse any claims from these locations. If the status of any of the locations changes, we will re-examine the situation.

No Certificate of Registration...

No claims reimbursement

In accordance with Green Shield Canada's administrative guidelines regarding the reimbursement for vision claims, a provider must have a valid Certificate of Registration or License to provide the service/product.

Here's how you can avoid a claim being denied

No matter what the product or service, you should always check your health care professionals' credentials. For instance, Opticians are required to wear a photo ID badge and ensure that their Certificate of Registration is visible to the public. Before you shop for corrective eyewear from any optical provider, including any Great Glasses location, you should ensure that the provider has a valid Certificate of Registration or License.

Questions?

Please contact our Customer Service Centre if you have any questions regarding this administrative policy.