

August 07, 2019



As of April 1st, 2020, Great-West Life will require that all newly trained massage therapists complete a minimum 1000 hours of massage therapy training or education to be considered an eligible provider under our benefits plans.

The details below explain how we will be moving forward for Massage Therapists with fewer than 1000 hours as of April 1, 2020

Great-West life received and paid a claim for services provided by the Massage Therapist since April 1, 2017:

We will continue to honor claims for such massage therapists, if:

- Massage therapists are members in good standing in an association that Great-West Life recognizes as an eligible association; and
- Massage therapists participate in a continuing education program established by their association and otherwise complete their requirements.

Massage Therapists qualified before April 1st, 2020 but with no claims paid for their services from Great-West Life since April 1, 2017:

We will continue to honor claims for such massage therapists, if:

- Massage therapists are working in a full-time* capacity as a massage therapist for a minimum of two years according to their association and;
- Massage therapists are members in good standing in an association that Great-West Life recognizes as an eligible association and;
- Massage therapists participate in a continuing education program established by their association and otherwise complete their requirements

* According to information received from eligible associations, full time refers to 25-30 hours a week with a combination of massage therapy services and professional duties (administrative duties, patient files, equipment maintenance, etc.)

[For eClaims only](#)

Only massage therapists with 1000 hours of massage therapy training or education will be considered eligible to submit claims electronically on behalf of their client through Provider eClaims. Therefore, for massage therapists actively seeking 1000 hours of formal training and who complete this are encouraged to contact Great-West Life to advise of their completion of this formal training.

Eligibility Recognition and Disclaimer

In order to maintain eligibility, all massage therapists must be in good standing in an association that Great-West Life recognizes as an eligible association. In addition, Great-West Life reserves the right to audit any individual provider recognized as an eligible provider under our plans. While Great West Life is honoring claims for massage therapists who do not have the minimum 1000 hours of massage therapy training or education under the specific requirements stated in this communication, Great-West Life reserves the right to revoke this process in the future.

Appeal for Recognition as an Eligible Provider

If Great-West Life determines that a massage therapist does not qualify under any of the statements above, the provider will not be considered eligible under our plans. IF a massage therapist wishes to appeal our decision, we encourage them to work with their association and contact us. We will complete an independent review of the massage therapist and advise on the outcome of the review.