

Johnson Users

Comments About EHC Support

34 User Comments

NOTE: These comments reflect the opinions of individuals, and their description of services and terms reflect their perceptions. Always check with the provider as to the terms of coverage. EHC Survey gave users an opportunity to comment if they had requested support from their provider. These review comments are background information, and do not necessarily represent the opinion of the BCRTA. All comments in these survey results are unedited, except for a few redactions of comments that could be viewed as libellous to individuals or blatantly incorrect.

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| <p>on one or two occasions a service or prescription cost was not accepted automatically by the plan. When I phoned to inquire why this had happened, the error was very quickly fixed and funds were refunded to me.</p> |
| <p>I wish Johnson's would increase support for people with sleep apnea like Green Shield does rather than a one time payment of \$2,000 considering the cost of care.</p> |
| <p>We shifted from Green Shield (my husband's group provider of EHC) to the BCRTA Johnson Plan when my husband turned 70. We looked at the Johnson and Green Shield BCRTA plans. Further, we had years of experience with Green Shield, and our travel insurance had been with Johnson for several years. Johnson's EHC coverage overall was better, for a lower price, and they have been a dream to work with. When I call for explanations or advice, I usually get someone who sounds like a motherly sort, warm and helpful, and extremely knowledgeable. It's such a relief after dealing with the awful Green Shield service--hard to reach, often completely without adequate knowledge, and frequently unfriendly. We are very happy with Johnson.</p> |
| <p>Johnson has been excellent. I got sick in the UK, phoned and received permission to seek medical help. Later I received a medical bill for over 2k, called Johnson, and they talked me through submitting it online. Took five minutes and the bill was paid.</p> |
| <p>They are very clear in what they do or don't cover. A claim for out of country costs was dealt with quite quickly and I was reimbursed for every cent. I am answering only for EHC as I have dental with GSC.</p> |
| <p>clarification- EHC with johnson, dental with green shield</p> |
| <p>Converting billing from providers' format to pdf or jpeg was a problem.</p> |
| <p>Representative was very patient and answered all my concerns.</p> |
| <p>Have been enrolled in Blue Cross, Greenshield and now Johnson Prestige and Johnson is by far the best and least cumbersome.</p> |
| <p>Everything works just as it should! When errors are made they are corrected without a fuss.</p> |
| <p>Dental, not enough coverage.</p> |
| <p>Again it took about 3 hours to sort out mess with them getting my Dr to send in letter me to get letter and also send it in I had never done this before.</p> |
| <p>Very responsive to getting medical attention when in Hawaii</p> |

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| <p>Make sure that everyone knows that there is another Johnson company in a similar field. The correct one is Johnson Inc. Health care providers billing the wrong Johnson add long delays to getting reimbursement.</p> |
| <p>Would like it to be more user friendly for claiming directly for claims as to our choices of providers ie dental, massage, eyewear etc.</p> |
| <p>My husband could not be included. I am paying a lot for what i am receiving.</p> |
| <p>The agents that I spoke with or emailed were very helpful and prompt with their responses.</p> |
| <p>Johnson reimbursed us with no problems for doctor's bills etc. after my wife had a nasty spill while jogging in Spain.</p> |
| <p>We are concerned that Johnson EHC requires one to also have travel insurance. What will happen with our coverage when we can no longer travel?</p> |
| <p>The new website is not as easy as the old one. For example the complete plan of what is covered by EHC is not easy to find.</p> |
| <p>"In the Fall our premiums were suspended because of the pandemic. Nice. In January we were billed again. We love to travel but have not been out of BC for 17 months. Why should we be billed for travel when we cannot? "</p> |
| <p>"I combine EHC with travel insurance. Have had to use trip cancellation and out of country medical treatment. No problems with claims. Good coverage. Also get house insurance. My pharmacy (London Drugs) collects directly from Johnson I only pay my share when picking up prescription. I get monthly massage at West Coast College of Massage therapy. This is from a student prior to being registered. It is still covered. \$32 for senior."</p> |
| <p>We need a more official plastic card.</p> |
| <p>support person very rude and dismissive with concerns and questions</p> |
| <p>valuable assistnce with technical issues eg. using the website</p> |
| <p>support was needed for clarification, not a complaint</p> |
| <p>Often don't know which phone number to use, Edmonton or Langley...wish it was clearer who to call. I live in Abbotsford so often call Langley.</p> |
| <p>Not happy with Green Shield dental coverage...would like to have more information and a comparison of what else is available.</p> |
| <p>See previous answer</p> |
| <p>When we had a medical emergency in Mexico, their contractorsettled the substantial claim within approx 2 mos.</p> |
| <p>I've been very happy with the prestige coverage I've received (EHC), I have dental coverage with green shield, sounds like there might be reduced claims for green shield, is this true?</p> |

At this time, I'm considering switching my Dental coverage from Green Shield to Johnson.

I am very pleased with Johnson EHC but the TPP enrolled me in the Greenshield for our dental. I am not happy with Greenshield. We are limited to one cleaning/check-up per a year. would like to move dental coverage to Johnson. Can I and if so, how do I make the arrangements?

The problem was their website. It took months for them to fix things so I could submit claims online.