

# Johnson Users

## Comments About Paramedical Claims and Issues

### 14 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 problems with claims for vision, hearing and medical equipment. 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.

Limit on claims is too low.
Some providers do not direct bill so submitting claims can be a bother
Had problems attaching receipts to claim form.
see previous response
Needed a Doctor's referral for a massage. This was new for me. Once I received it there was no issue. The massage was covered.
Not always easy to claim with Johnson. Many- dentists, massage, eyecare have complained of difficulties with ease of process.
It wasn't about not being covered but about the occasional incorrect reimbursements made where I had to first notice the mistake then ask for them to be corrected
Doctors note required annually.. why???
I went to a highly professional and qualified pedorothist and it was not covered
The problem is not with a rejection of a claim but rather with being rejected for direct coverage though the therapist.
I had cataracts in 2019 which had several prescriptions and eye doctor appointments. Between that and one other prescription I take, I seem to have used up all my claims ability.
Until recently the claim process was very slow until changing to online submissions.
Massage therapy requiring g a Dr's. Prescription. When you have a back strain going g to the Dr. For a prescription is an expensive use of the medical system. Yet I can get other services for the same issue.
It was the massage therapist's receptionist who rejected the claim. I think that she had never encountered a Johnston Prestige card before. I was just told that the therapist's office did not recognize that provider. On my next visit with a different receptionist, my EH provider's id was recognized