

Johnson Users

Comments About Vision, Hearing and Medical Equipment Claims and Issues

10 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.

Takes a long time to get answers sometimes.
My claim was accepted; however, the process for submitting the claim was not client friendly. The information for how to make a claim and acquiring a claim form was not easily obtained.
I have to pay for my eye exams.
Vital equipment for OSA with Johnson is only half covered when Green Sheild pays in full and for replacements (i.e. CPAP machines, masks, filters, etc.)
It would be good if the amount able to be claimed would be a bit higher with the rising costs
I had difficulty submitting a claim for hearing aids. Time delay, and when I enquired I was told I had to re-submit a form I had already submitted. Frustrating but resolved finally
I was over the time limit for claiming ???
see previous comment
was initially told it was rejected but after speaking with a person was agreed that the knee brace was legitimate as prescribed by a physician
There was a mix-up. I wasn't aware that the reimbursement had been approved but Johnson Inc had used an obscure payment method for London Drugs not London Drugs Optical. Took many phone calls but was resolved. Calling Johnson Inc was no problem as I had a direct phone number making it quick and easy to talk the person who was handling my claim. That helped a lot!