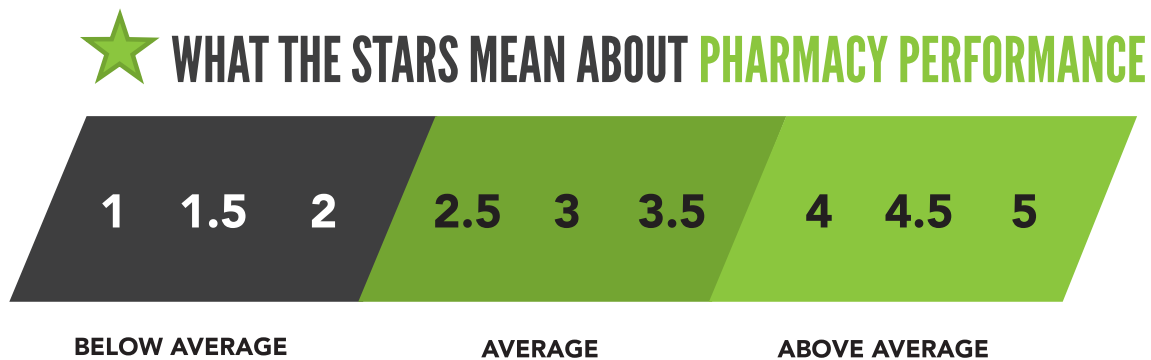


LOOKING FOR A HEALTH PROVIDER IN YOUR AREA? TRY OUR ONLINE AND MOBILE FIND A PROVIDER TOOL

With the **Green Shield Canada (GSC) Find a Health Provider** tool on Online Services and the GSC on the Go[®] mobile app, finding a nearby pharmacy, dental, paramedical, or vision care provider is within a few clicks. But we don't just show you a list of providers that are close by – we provide a star rating for pharmacies and, for other services, list only GSC-approved health care providers. So what does that mean to you?

The 'Pharmacy Quality Rating'

The Find a Health Provider tool makes it easier for you to choose a pharmacy based on the quality of care provided to patients – not just location, cost, and hours of service. "Quality of care," means that the care you receive is based on current best scientific evidence, helps you to better manage any medical conditions you have, and results in improved health. The Pharmacy Quality Rating, or star rating, shows an individual pharmacy's performance in consistently providing high-quality care to patients. To arrive at the star rating, pharmacy performance is evaluated in several categories that are high priority in our health care system. All this information is rolled up into an overall Pharmacy Quality Rating shown by one to five stars.



GSC's seal of approval...

We keep a database of other health care providers who are registered and profiled on the GSC claims adjudication system. We profile them based on their claiming behaviours so we can make sure they are reliable partners in the delivery of health care services; this means we monitor things like abnormal billing patterns, service over-use, and excessive fees.

We then share this information with you via our Find a Health Provider tool, making it easy to find a health care provider in your area that you know you can trust. Or if you've already done your own research into finding a nearby health care provider, you can validate your choice.

The Find a Health Provider tool only includes providers that:

- Have a valid Canadian address
- Are registered with and monitored by GSC to ensure they don't have any history of fraud-related activities like inappropriate billing or over-billing
- Are registered to bill GSC directly on your behalf* – so you can walk out of the health care provider's office with no out-of-pocket expenses (other than any applicable co-payments)
- Are in good standing with their applicable professional college or provincial association

Ensuring the health care providers we guide you to are reliable and will send your claims to GSC on your behalf, makes things much more convenient for you. You don't have to worry about finding out that your health care provider isn't registered and in good standing with GSC *after* you've received treatment and submitted a claim.

How to use the Find a Health Provider tool:

On Online Services:

1. Once you've registered for Online Services and signed in, click "Find a health provider" from the main menu (defaults to favourites if you have any), or you can start your search through the widget (defaults to pharmacies) on the home page.
2. Focus and refine your search by provider type, current location, address, etc.
3. The results will be listed on the left and shown on a map on the right
4. Designate your favourites by clicking the heart icon beside the provider's name

On the GSC on the Go app:

1. Be sure you always have the most recent version of the app.
2. Click "Find a health provider" from the menu
3. Select a provider type, follow the prompts to enter your search criteria (including searching from your current location) and tap "Search"
4. The results will be listed by distance, and each health provider will be shown on a map when you tap on their names.
5. Designate your favourites by tapping the heart icon beside the provider's name

Making things easy for you...

The Find a Health Provider tool is just one of the many ways GSC helps you choose high-quality providers and become a more engaged consumer of health care services.

**Dental providers are an exception – they don't have to be registered to bill GSC directly to be included in the tool.*