



Reasonable & Customary Charges

We use customary charges to determine how much we'll cover for a specific service or supply.

If your provider charges more than what's considered to be customary, you'll be responsible for the difference.

For more information and to find out what the customary charge is for your service or supply:

- Log in to your [My Canada Life at Work](#) profile;
- On the left-hand side, click on 'Benefits';
- In the drop-down menu click on 'Coverages and balances';
- Select 'Health'; and
- Click on 'Customary charges'

Enter the province of service and scroll down to see what the customary charges are for each service in your chosen province.