

Johnson has Implemented New Claims Technology

Johnson Inc. ("Johnson") has launched a new system for processing health and dental claims. The system launched on March 18, 2018 and is powered by Express Scripts Canada. Your benefits and your coverage remain unchanged. You will continue to use the same ID card and you will continue to call Johnson for any questions or inquiries about your claims.

Update Your Policy Number to 983430

Please note, some members have experienced temporary delays getting their claims processed. If this occurs for you please ensure your pharmacist, dentist, optometrist and eligible paramedical practitioners have your correct Policy Number 983430 in their system. This information is found on your up-to-date Johnson RTO-ERO health card. If you are unsure where to find this information please contact your Johnson claims team.

Provider Updates

If your pharmacist, dentist, optometrist or eligible paramedical practitioners have issues processing your claim please ask them to update their system with the correct Carrier ID or other information for Johnson, as sent to them by Express Scripts and Johnson in recent months.

Questions?

Since Johnson launched the new system they have experienced a higher than normal volume of calls and it is taking longer to process claims. Johnson appreciates your patience as they work through this transition. If you have any questions please contact Johnson at GBclaims@johnson.ca.