



**VETERANS AFFAIRS CANADA
PROGRAM OF CHOICE (POC) 12 – RELATED HEALTH SERVICES
MENTAL HEALTH SERVICES - UPDATE
ALL PROVINCES AND TERRITORIES**

July 2025

Veterans Affairs Canada (VAC) wishes to advise of an update to the Neurofeedback/Biofeedback benefit code in all provinces/territories under Program of Choice (POC) 12 – Related Health Services, **effective July 1st, 2025**.

In addition, to ensure effective processing of requests for authorization and/or claims submitted, please see below important information for Registered Providers regarding requests for approval of Neurofeedback/Biofeedback. Neurofeedback/Biofeedback, as defined by VAC, refers to Neurofeedback/Electroencephalographic (EEG) Biofeedback.

The following revision was effective July 1 st , 2025		
Benefit Code	Description	Benefit Information
249015	HEALTH PROFESSIONAL - NEUROFEEDBACK/BIOFEEDBACK	Pre-Authorization: MAC Fee: Current Health Professional rates apply* Frequency: 25 Hours / CY

*Where the services of a certified technician are utilized to administer treatment (in place of a Health Professional), this should be reflected in the rate charged.

*Providers shall not seek reimbursement for neurofeedback/biofeedback under any other benefit code.

*The rate that applies is that of the health professional who is administering the Neurofeedback/EEG Biofeedback treatment.

According to the International Society for Neuroregulation and Research practice guidelines, **20-40 Neurofeedback/EEG Biofeedback sessions are recommended**, although results vary depending on demographic and clinical variables. VAC currently approves 25 hours of neurofeedback per calendar year as an adjunctive treatment to a first line evidence-based treatment.

Neurofeedback/biofeedback may be approved when the following conditions are met:

- It is provided as an **adjunct** to first line evidence-based treatment for one of the following conditions:
 - Posttraumatic Stress Disorder
 - Generalized Anxiety Disorder
 - Major Depressive Disorder

The following information is required by VAC as part of the funding request:

- a clinical recommendation/rationale from the **first line treating mental health professional** (e.g. primary psychologist, primary psychiatrist, general practitioner, etc.) to add as an adjunct treatment; and
- a treatment plan **from the Neurofeedback/EEG Biofeedback service provider** which includes:
 - condition being treated; **and**
 - description of the first-line treatment; **and**
 - number of sessions recommended; **and**
 - duration of treatment.

The VAC-registered mental health service providers and technicians administering Neurofeedback/EEG Biofeedback must have certification from the **Biofeedback Certification International Alliance (BCIA)**. The BCIA is the only training and certification body recognized by the three major international membership organizations (the Association for Applied Psychophysiology and Biofeedback (AAPB); The Biofeedback Federation of Europe (BFE); and the International Society for Neuroregulation and Research (ISNR)).

The VAC-approved mental health service provider, certified as a Neurofeedback/EEG Biofeedback practitioner, can utilize the services of a certified neurofeedback technician. However, the practitioner must be on site when the Neurofeedback/EEG Biofeedback sessions are held. In these situations, the authorization and payment will be issued to the VAC-registered provider (not the technician). The certified practitioner remains responsible for:

- The development, implementation and updating of the Neurofeedback/EEG Biofeedback treatment plan and reporting on the Neurofeedback/EEG Biofeedback treatment, including liaising and collaborating with the Veteran's primary therapist; and maintaining details of billing, including who provided the Neurofeedback/EEG Biofeedback services.
- The technician or Neurofeedback/EEG Biofeedback practitioner administering the treatment must be in the room with the Veteran at all times to ensure the individual stays on task and receives proper coaching during the session.
- The rate that applies is that of the health professional who is administering the Neurofeedback/EEG Biofeedback treatment.
- If first-line treatment is provided by a primary therapist and Neurofeedback/EEG Biofeedback is provided by a separate certified Neurofeedback/EEG Biofeedback practitioner, the certified Neurofeedback/EEG Biofeedback practitioner may not also provide first-line treatment.
- The intervention must be provided or overseen by a VAC-approved mental health service provider in-person and on-site in a clinical setting.
- Neurofeedback/EEG Biofeedback is not a service available to family members.

IMPORTANT: Consideration may be given to Neurofeedback/ EEG Biofeedback extension requests, if and when requests do not exceed 40 hours/CY, and are recommended by the first-line mental health provider.

Note: requests for neurofeedback sessions that exceed 40 hours per calendar year **will not be authorized**.

Extension requests must include the below information (with sufficient detail).

- confirmation that the first-line treatment remains in progress; **and**
- documentation from first-line mental health provider (recommending continued/additional neurofeedback treatment); **and**
- details of the current neurofeedback treatment plan (condition being treated, number of sessions recommended, expected duration of treatment plan, rationale for additional neurofeedback sessions); **and**
- rationale for why a diagnostic reassessment is, or is not, being considered; **and**
- quantitative and qualitative measures of progress (outcome measures, symptom level at beginning of treatment and symptom level to date, descriptions of improved functioning).

Providers shall charge the lesser of the rate charged by the provider to any patient paying cash for the same service/product, up to the maximum rate contained in the benefit grids.

For details pertaining to fees and claims submission requirements, please refer to the Claims Submission Agreement and related supporting documentation found on the Medavie Blue Cross website at www.medaviebc.ca and click on the Health Professionals link. On our website you will also find important information on how to:

- Register to access our secure ePay provider portal by clicking on the Register or Update link;
- Sign up for direct deposit; and
- View provider guides and benefit grids, download provider payment schedules and other important information.

Should you have any questions, please contact Medavie Blue Cross at 1-888-261-4033.

Thank you for the ongoing care and service that you provide our Veterans.