



## **Receipting for Services and/or Products Policy**

Purpose:

- To provide clarity surrounding what therapists are to provide to their clientele by way of receipt for service(s) and/or product(s) provided.

Policy:

1. When a service and/or product is provided to a client by a member of CMMOTA, that member should issue a receipt to the client for service(s) and/or product(s).
  - a. Members are not to provide receipts with their billing number for services which they did not deliver (example: for services delivered by someone under their supervision). This would constitute fraud and would result in disciplinary action in accordance with CMMOTA Disciplinary Process as outlined in *Disciplinary Policy for Complaints*.
2. Massage Therapy Service should be identified on the receipt as "Massage Therapy Treatment – XX minutes."
3. Manual Osteopathic Therapy Service should be identified on the receipt as "Manual Osteopathic Therapy Treatment – XX minutes."
4. Credit Card Surcharge Fees should be identified on the receipt as "Credit Card Surcharge Fee"
  - a. These may be included on a receipt for Massage Therapy Treatment or Manual Osteopathic Therapy Treatment
  - b. When implementing these fees as a business you are required to provide notice to your existing clientele not less than 30 days prior to fee implementation.
  - c. Credit Card Surcharge Fees may be implemented only in accordance with guidance provided by the Government of Canada (<https://www.canada.ca/en/financial-consumer-agency/services/merchants/credit-fees-merchant.html>)
5. In a regulated province, only Registered Massage Therapist Members, who are also members in good standing of the College of that respective jurisdiction shall issue a receipt which includes the wording "Massage Therapy Treatment", Spa Therapist Members or Full Massage Therapist Members are to issue their receipts with the wording "Spa Massage Treatment."
  - a. Full Massage Therapist Members, and Associate Members are prohibited from using their membership number on a receipt for services provided in a regulated province.
6. Products or services that are outside of the professional designation(s) scope of practice must:
  - a. Be identified by the name of the product, or a description of the service. They may not be included under either the description of "Massage Therapy Treatment – XX minutes" or "Manual Osteopathic Therapy Treatment – XX Minutes" or "Spa Massage Treatment – XX Minutes"; and
  - b. The receipt issued cannot contain the CMMOTA Member number.



7. Receipts issued for missed appointments, also known as “no shows”, cannot contain the CMMOTA Member number.
8. Receipts issued for gift certificate or gift card purchases cannot contain the CMMOTA Member number.
9. A receipt issued when a gift certificate is used as the method of payment must list method of payment as “Gift Certificate Redemption” or “Gift Card Redemption”.
10. When a Gift Certificate or Gift Card is used as the method of payment for a treatment, the therapist or clinic shall not provide direct submission of receipt on behalf of the client to a third party health care insurance provider.
11. Receipts issued for stand alone treatment of a modality (meaning that the treatment provided during the session used only the singular modality) which is listed under Section 4 of *Appendix 19 – Modalities List for Massage Therapists* or under Section 3 of *Appendix 34 – Modalities for Manual Osteopathic Therapists* may not contain the CMMOTA Member number. Modalities listed in Section 4 of *Appendix 19 – Modalities List for Massage Therapists* or under Section 3 of *Appendix 34 – Modalities for Manual Osteopathic Therapists* **are to be incorporated into a massage therapy or manual osteopathic therapy treatment and are not to be performed as a stand-alone treatment.** In such cases where a modality listed in this section is delivered as a stand-alone treatment (meaning that the treatment used only the singular modality), it would be required to be billed as if it were a complementary modality.
12. Receipts issued for treatment which involves any modalities listed as Complementary Modalities in either *Appendix 19 – Modalities List for Massage Therapists* or in *Appendix 34 – Modalities for Manual Osteopathic Therapists* cannot contain the CMMOTA Member number.
13. When a receipt is issued for mobile massage or mobile manual osteopathic treatment, the address used on the receipt is to be the office location of the business, not the location that the treatment was delivered.
14. A receipt issued by a CMMOTA member for massage therapy treatment or manual osteopathic therapy treatment should include all the following information:
  - a. Therapists Name, as it is presented on the therapist’s Membership Certificate, followed by educational credentials (e.g., BA, BSc., MT, DOMP, MOT, OMT, etc.); and
  - b. Therapists Association Number in Correct Format (CMMOTA - RMT#XXXX, or CMMOTA – MOT#XXXXXX); and
  - c. Therapists Place of Business (if applicable); and
  - d. Address of Business; and
  - e. Phone Number of Business; and
  - f. GST # (if applicable); and
  - g. Date Receipt was Issued; and
  - h. Receipt Number; and
  - i. Name and mailing address of Client; and
  - j. Description of the service provided, including time and cost; and
  - k. Payment Method



15. A receipt issued by a CMMOTA member for spa massage treatment should include all the following information:
  - a. Therapists Name, as it is presented on the therapist's Membership Certificate; and
  - b. Therapists Association Number in Correct Format (CMMOTA - ST#XXXX); and
  - c. Therapists Place of Business (if applicable); and
  - d. Address of Business; and
  - e. Phone Number of Business; and
  - f. GST # (if applicable); and
  - g. Date Receipt was Issued; and
  - h. Receipt Number; and
  - i. Name and mailing address of Client; and
  - j. Description of the service provided, including time and cost; and
  - k. Payment Method
16. A receipt issued by a CMMOTA member for product(s) or services outside of scope of the professional designation(s) should include all the following information:
  - a. Therapists Name, as it is presented on the therapist's Membership Certificate only; and
  - b. Therapists Place of Business (if applicable); and
  - c. Address of Business; and
  - d. Phone Number of Business; and
  - e. GST # (if applicable); and
  - f. Date Receipt was issued; and
  - g. Receipt Number; and
  - h. Name and mailing address of Client; and
  - i. Product(s) or service(s) provided, including description of product(s) or service(s); and
  - j. Payment Method
17. A copy of all receipts issued should be kept, whether by electronic means, or by paper.
18. A receipt or invoice should be issued even if a service(s) or product(s) are direct billed to a third-party insurance company, in which the payment method should be listed as "Third Party Billing".
19. If no massage therapy treatment, or spa massage treatment or manual osteopathic therapy treatment services are being receipted, then the receipt must not contain the Therapists Association Number.
20. If a member has both professional designations, both services (Manual Osteopathic Therapy Treatment and Massage Therapy Treatment) must be listed on separate receipts. Combined receipts for service are not to be issued.
21. If a member has both professional designations, the use of both membership numbers on the same receipt is prohibited. Only the appropriate member number is to be listed for the treatment provided.
22. Examples of Acceptable Receipt layout can be found in *Appendix 30 – Receipting Samples*.

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