



Services User Guide

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Chapter 1

Services

From the **Services** window, you can add or terminate services, and accept terms and conditions.

A screenshot of the 'Services' window. At the top left, the word 'Services' is displayed in a large, purple font. Below it, a message states: 'Termination of services will be processed by TELUS Health and will take approximately 10 business days before being reflected in the system.' The main area contains two cards. The left card is titled 'eClaims' and features a small 'eClaims' logo with a green 'e' icon. The text on this card reads: 'Streamline the claims process for your patients with an easy-to-use online service appreciated by 91% of healthcare professionals.' At the bottom left of this card is a link that says 'Terminate service'. The right card is a light gray rectangle with a large purple plus sign in the center and the text 'Add Service' below it.

The cards that are displayed on this window vary depending on whether you are registered for the eClaims service, the WSIB service, or both.



Chapter 2

Accepting terms and conditions


The same terms and conditions (T&Cs) are used for both eClaims and WSIB services; as such, when the T&Cs are updated, you can accept the new T&Cs from either card, and your acceptance applies to both services.


1. From the Provider Portal, click the Menu  button, then select **Services**.

The **Services** window is displayed. A message and link are displayed if you need to accept new terms and conditions.

Services

Termination of services will be processed by TELUS Health and will take approximately 10 business days before being reflected in the system.


eClaims 

 **Go to the new terms and conditions section to accept them for this service.**

Streamline the claims process for your patients with an easy-to-use online service appreciated by 91% of healthcare professionals.

[Terms and conditions >](#)

[Terminate service](#)



Add Service

2. Click **Terms and conditions**.
3. Review the terms and conditions that are displayed.
4. If the statements beneath the text are valid, select the check boxes associated with them, then click **Accept**.

The **Services** window is displayed again with the terms and conditions message and link removed.

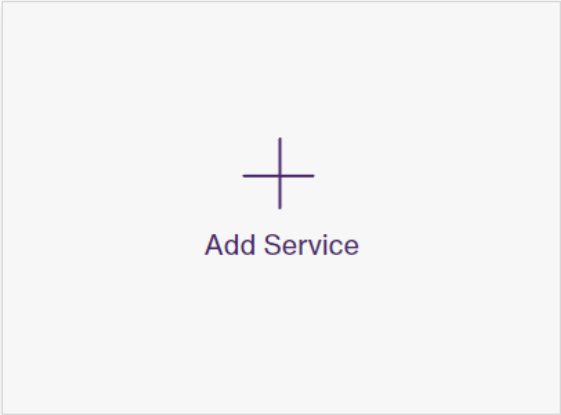
Services

Termination of services will be processed by TELUS Health and will take approximately 10 business days before being reflected in the system.

eClaims

Streamline the claims process for your patients with an easy-to-use online service appreciated by 91% of healthcare professionals.

[Terminate service](#)





Chapter 3

Registering for a service



WSIB head offices cannot register for the eClaims service.

1. From the Provider Portal, click the Menu  button, then select **Services**.

The **Services** window is displayed.

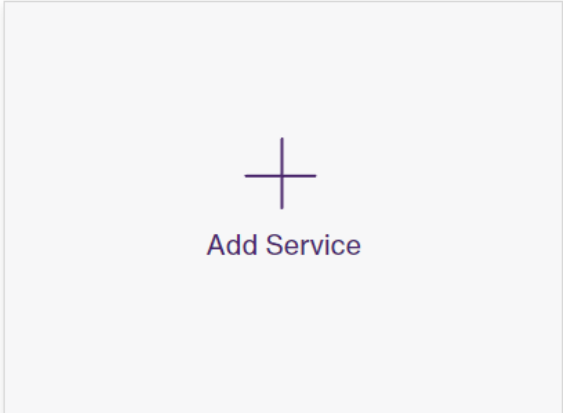
Services

Termination of services will be processed by TELUS Health and will take approximately 10 business days before being reflected in the system.

eClaims

Streamline the claims process for your patients with an easy-to-use online service appreciated by 91% of healthcare professionals.

[Terminate service](#)



+

Add Service

2. Click **Add Service**.

The **Add TELUS Health services** window is displayed.

3. To register for eClaims, click **Register for eClaims** and then complete the eClaims registration wizard, which is displayed in a new tab.

For information on registering for eClaims, scroll down to the **Need help registering** section at the bottom of the page.

4. To register for WSIB, click **Register for WSIB**, then complete the WSIB registration wizard, which is displayed in a new tab.

For information on the WSIB registration process, click the **Help** link in the upper right-hand corner of the **Provider registration** website.

5. To register for Direct deposit, click **Register for Direct Deposit**, then **Register**.

For information on the direct deposit registration process, click the **Need help registering** section at the bottom of the **Guidelines for Registration** website.



Chapter 4

Terminating services

Termination requests are processed within ten days.

1. From the Provider Portal, click the Menu  button, then select **Services**.

The **Services** window is displayed.



If you are registered as a head office with WSIB, the only service you can terminate is the WSIB service.

Services

Termination of services will be processed by TELUS Health and will take approximately 10 business days before being reflected in the system.

eClaims



Streamline the claims process for your patients with an easy-to-use online service appreciated by 91% of healthcare professionals.

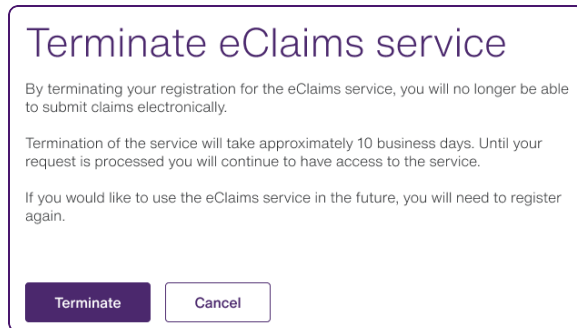
[Terminate service](#)



Add Service

2. Click the **Terminate** link to the right of the service you want to terminate.

A dialog box similar to the following is displayed. Its name varies according to which service you are terminating.



3. Click **Terminate**.

Your request will be processed within ten days. Until that time, you will continue to have access to the service you have requested be terminated.



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