



Banking Information User Guide

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Chapter 1

Managing banking information

Some insurance companies support direct deposit reimbursements directly into providers' bank accounts. The **Banking information** application enables registered providers to link their banking accounts to the Provider portal, either by logging into their bank account via the <u>Plaid</u> application, or uploading a financial document and entering the transit, bank, and account numbers. Once the provider's bank information is set up, they can receive their payments via an Electronic Funds Transfer (EFT).

You can use this document to learn how to:

- add or replace your bank account information
- select which bank account is used by each of the locations associated to a provider

The provider's bank account must be with a registered financial institution in Canada.

Linking bank accounts

The number of bank accounts you can set up varies depending on whether you are a provider or a clinic representative, and the TELUS Health services you are signed up for. Each bank account must be linked to at least one service location. Each organization has one location, whereas each provider may work at multiple locations, including their own personal business location and associated clinic locations. As such:

- Each organization can only have one bank account.
- Each independent eClaims and Direct deposit provider can only have one bank account, which they must use for all addresses.
- Each independent WSIB and Dental provider can have as many bank accounts as they have addresses and services.

Accessing the Banking information page

1. From the Provider Portal, select the Menu = button, then select **Banking information**.

The Banking information page is displayed.

If you have not yet set up your banking information, the following message appears beneath the banner.

≡	TELUS Health
We don't seem t	to have a bank account on file. Without bank account you may not be able to submit claims or receive payments. Add one now.

For information on adding a bank account, see "Adding a bank account using the Plaid app" (page 6).

Legal agreement for banking information

If you have never signed the Provider Agreement, you may be asked to do so after you select the **Banking** information link.

ew eClaims Provider Agreement requires your approval. Please read the following terms, scroll down to the last page, and select 1 accept after your review and acceptance.		
HIS AGREEMENT made between TELUS Health Solutions GP, acting by its managing partner, TELUS Health Solutions Inc dependent Provider (as the case may be and as those terms are defined below and in the registration process) of healthcare serv	c. ("TELUS") and the undersigned Organizational Provider, Associate Provider or ices and supplies, (the "Provider").	
VHEREAS: . TELUS is the owner of and will provide a solution (the "Services") currently comprised of a web portal which is accessible ov ystems supporting the capture and transmission of claims for healthcare services (the "Claim(s)") to certain insurance companies . The Provider wishes to use the Services or, in the case of an Organizational Provider, wishes to provide its Associate Provider; . Certain insurance companies (the "Payers") engaged in the business of administering and marketing certain extended health ervices in order to capture electronic Claims from Providers' point-of-service.	er the Internet (the 'Portal'), or an application program interface ('API'), and related (the 'Payer(s)'); swith access to the Services, on the terms and conditions hereinafter set forth; and care benefit plans have entered into an agreement with TELUS with respect to the	
OW THEREFORE, for good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the parties	hereto agree as follows:	
.0 DEFINITIONS:		
Associate Provider" means a provider working for an Organizational Provider.		
Organizational Provider" means a clinic, hospital, optical supplier or healthcare facility that could employ multiple healthcare pro	ofessionals where such professionals bill for services on behalf of an organization.	
ndependent Provider" an individual practitioner or healthcare professional that practices and bills services as an independent pro	ofessional.	
.0 OBLIGATIONS OF TELUS: .1 TELUS shall: a. provide a Portal or provide an API for Providers equipped with a patient management system; b. allow the Provider and, in the case of an Organizational Provider, all of its Associate Providers, to transmit the Claims to TELUS . validate captured Claims for compliance to the messaging standard;	3;	

If you select **Skip this step for now**, you will be taken to the **Banking Information** page, but the **Add Account** and **Replace Account** buttons will be disabled, and you will not be able to add or replace any accounts. You will be able to select the **Legal agreement** button, which will provide you with another chance to accept the agreement.

Signing the legal agreement

1. From the **Banking information** page, select the **Legal agreement** button.



- 2. Review the legal agreement.
- 3. Select the **I accept** check box, then select the **Continue** button.

Adding a bank account using the Plaid app

You can use the Plaid app to link your bank account to your Provider portal profile so that you can be paid via direct deposit. You will need to have your banking credentials on hand.

1. From the Provider Portal, select the Menu button, then select **Banking information**.

The **Banking information** window is displayed. Its appearance and functionality depend upon three things:

- whether you are a provider or a representative of a clinic,
- the number of TELUS Health services you are registered for, and
- whether you have already set up a bank account.

The following image illustrates the banking information for a provider who is registered to provide both eClaims and WSIB services. This provider has already set up two bank accounts, one of which is used for WSIB and the other which is used for eClaims.

Banking inform TELUS Health uses the third-party applice ③ For more information on adding or upd	ation ation Plaid Inc. to validate your banking information. <u>Learn more about Plaid and your data</u> lating your account, consult the <u>user guide.</u>	<u>privacy</u>
Account ***4567	Account assignments	<u>Edit</u>
***4567 Bank number 815	200 Front St W, Toronto ON M5V 3G1 CAN	***5117
Transit number 80010	123 Main St, Hamilton ON L7J 2V8 CAN	***5117
	200 Front St. W., Toronto ON M5V 3J1 CAN	***5117
Account ***5117 Bank Account Number ***5117	100 Front St W, Toronto ON M5W 4V1 CAN	***5117
Bank number 815		
Transit number 80010		
✔ Replace an account		

The following image illustrates the banking information for a clinic that is registered to provide both the eClaims and WSIB services. This clinic has already set up a bank account, which is used for WSIB and eClaims.

Banking informa	tion	
TELUS Health uses the third-party application For more information on adding or updating (n Plaid Inc. to validate your banking information. <u>Learn more about Plaid and your data priva</u> ng your account, consult the <u>user guide.</u>	<u>cy</u>
Account ***3456	Account assignments	Edit
Bank Account Number	WSIB eClaims	
Bank number	Josh Last	**3456
815 Transit number 80010		
Add an account		
Replace an account		

- 2. Do one of the following:
 - If you do not yet have an account set up, select Add Account.
 - If you have already set up one or more accounts, but you are registered for multiple TELUS Health services and you want to use different accounts for some of them, you can select Add Account, if it is displayed. If it is not displayed, you have already added the maximum number of accounts, so you will need to replace one of them.

All eClaims locations must use the same bank account, as must all providers, but you can use a different bank account for each TELUS Health service and each WSIB location.

If you have one or more accounts set up, and want to replace one of them, select **Replace** Account.

The following pop-up is displayed, advising you that TELUS Health uses the Plaid application to connect your account.



3. To review Plaid's privacy policy, select the **Privacy Policy** link at the bottom of the pop-up.

4. Select Agree.

The Select your institution screen is displayed.

÷	BLAID	×
Selec	et your institution	
ه م	Search for 12,000+ Institutions	
RBC	RBC Royal Bank www.rbcroyalbank.com/	
5	Scotiabank www.scotiaonline.scotiabank.com	
0	TD Canada Trust www.td.ca/	
Θ	BMO Bank of Montreal www.bmo.com	
Citte	CIBC www.cibc.com	

5. Use the scroll bar or search to locate your banking institution, then select it.

If your institution is not found, you are asked whether you want to exit Plaid. You can then associate your account using the alternate method described in "Adding a bank account by uploading a financial document" (page 13).

If your institution is found, the login screen for the selected institution is displayed:

< ←	8 PLAID	×
Log i	nto RBC Royal B	Bank
Enter your connect y	RBC Royal Bank cred	entials to Health.
Client C	ard Number or I	Jsern
Passwo	rd	
By providing yo you're enabli	our RBC Royal Bank credei ng Plaid to retrieve your fir	ntials to Plaid, nancial data.
	Submit	
	Reset password	

6. Enter the client card number or username and password you use to log in to your financial institution.

The **Select account** screen is displayed.

8 PLAID	\times
Select account	
Plaid will only share data from the RBC R d Bank account you select with TELUS Hea	oyal ilth.
Plaid Checking • 0000 \$100	. 00
Plaid Saving • 1111 \$200	. 00
Continue	

7. Select the appropriate account, then select **Continue**.

The **Success** screen is displayed.

,
Success
Your account has been successfully linked to TELUS Health
Continue

8. Select Continue.

The **Banking information** window is displayed again. If you had already set up one or more bank accounts, the bank account you just added is displayed first.

Banking informati	on	
TELUS Health uses the third-party application Plaid Inc. to validate your banking information. Learn more about Plaid and your data privacy. ③ For more information on adding or updating your account, consult the user guide. ▲ Assign the bank account to complete the bank account setup.		
Account 111122220000	WSIB	Multiple V
Bank Account Number 111122220000	200 Front St W, Toronto ON M5V 3G1 CAN	80200125117 🗸
Bank number 114	123 Main St, Hamilton ON L7J 2V8 CAN	80200125117 🗸
Transit number 01533	200 Front St. W., Toronto ON M5V 3J1 CAN	80200125117 🗸
Account 234567	100 Front St W, Toronto ON M5W 4V1 CAN	80200125117 🗸
Bank Account Number 234567		
Bank number 815		
Transit number 80010		
Account 80200125117		
Bank Account Number 80200125117		
Bank number 815		
Transit number 80010		
Cancel Next		

- 9. If you are registered for the Direct Deposit or WSIB service, you are asked to select the bank account for your Direct Deposit or WSIB locations and providers:
 - If you are a provider and you have already added at least one account, you can use the dropdown list in the header to select the new bank account for all locations, or use the drop-down list to the right of each location to select the new bank account for that location.

WSIB	Multiple V
200 Front St, Toronto ON M1J 2T5 CAN	111122220000 ^
55 York Blvd, Toronto ON L8M 2R2 CAN	111122220000 234567
55 King St W, Kitchener ON N2G 4W1 CAN	80200125117

If you are a clinic representative and you have already added at least one account, you can
use the drop-down list in the header to select the new bank account for all locations.

If you are a clinic representative or provider, and you are adding your first account, a checkbox is displayed in place of the drop-down list, as there is only one account to select. Select this checkbox for each provider that will use this bank account.

WSIB	123456 ^
Josh Last	111122220000
	123456

- Select Next.
- 10. If you are registered for the eClaims service, you must select one bank account for all locations.
 - If you are replacing an account, use the drop-down list in the header to select the new bank account for all locations.

If you are adding your first account, a checkbox is displayed in place of the drop-down list, as there is only one account to select.

eClaims	234567 ^
200 Front St W, Toronto ON M5V 3G1 CAN	111122220000
123 Main St, Hamilton ON L7J 2V8 CAN	234567
	80200125117

11. Select Done.

12. If you replaced an account, or if a reassignment you made resulted in an account no longer being used, the following dialog box is displayed.

Remove accounts
The following bank accounts are not assigned to a service. If you proceed before assigning them to a service, they will be removed from your profile.
Account ***4567
Confirm

Unassigned accounts cannot be retained in the portal.

13. Select Confirm.

The Banking information window is displayed, with the new account assignments set.

14. If you are a provider registered for the WSIB service, you can modify your account assignments. To do so, select **Modify**, then redo steps 9-13.

Adding a bank account by uploading a financial document

If your financial institution is not supported by the Plaid application, you are prompted to connect your bank account using an alternate method.



This alternate method involves uploading a cheque or direct deposit form and entering your account information.

- 1. Complete steps 1 to 4 of "Adding a bank account using the Plaid app" (page 6).
- 2. Select Use an alternate method.

The **Upload account information** window is displayed.

Upload account information		
Upload a direct deposit form from your bank or a <u>void cheque image</u> Supported formats: JPG, PNG and PDF. The maximum file size is 10 MB.		
Drag and drop a file here or <u>select file</u>		
Transit number		
Bank number		
Account number		
Cancel Next		

3. Drag and drop a direct deposit form or void cheque from your computer to the box at the top of this window, or select the **select file** link, then select the file from your computer, and upload it.

Jpload account information		
pload a direct deposit form from your bank or a <u>void cheque image</u> upported formats: JPG, PNG and PDF. The maximum file size is 10 MB.		
Q ର୍		
JAMES C MORRISON JASS SHEINAN DENKE DAGS SHEINAN DENKE DAGS THE TABLE AND AND AND AND AND AND DAGS THE TABLE AND	OO1 DATE 20 D D M M Y Y Y Y S 100 Dollars Biological VOID D	
oid_cheque_EN.png 681.89 KB	団	
lank number		
ucount number		
Cancel Next		

The image you uploaded is displayed within the box.

2

4. Enter the Transit number, Bank number, and Account number, and select Next.

The system uses Optical Character Recognition (OCR) to extract these numbers from the document you uploaded.

If one or two digits within one of the numbers do not match, you are asked to choose whether to use the system-extracted values or the user-entered values. If three or more digits in a number do not match, you are instructed to use the <u>Plaid bank</u> account verification process, or contact support for assistance.

5. Assign the bank account to your service locations.



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