

# How do I **create and associate - providers?**



Use this document if your organization is one of the following types: Community and Social Services Centre, Dental Clinic, Hearing Health Clinic, Medical Centre (including Rehab Centres), Mental Health Program Clinic, Optometry Clinic or Pain Centre. If you fall into this category, you will have received an email from TELUS Health advising you that you now have the option to submit bills for your providers and have the payment sent directly to them if you wish. Eventually, it will become mandatory for your organization to specify the provider name when submitting your bills. To prepare for this, we encourage you to follow the steps below to create and associate the providers who work at your organization.

## Provider Portal

Contact Us

TELUS Provider ID 200125113 Molly Manager Log out

## Step 1: Gather your information.

You will need the username, password and TELUS Provider IDs for both accounts you want to merge. In addition you will need to have the Merge Administrator role for both accounts (see How do I add users to my account?). Your TELUS Provider ID was included in your welcome package. It is also displayed in the top right corner of the provider portal homepage.

## Provider Management

Manage users and organizations using the following links.

**Associate a Provider** ▶

User Access & Permissions ▶

## Step 2: Access the Associate a Provider link.

Log into the provider portal and select the **Associate a Provider** link located under **Provider Management** on the right hand side of the provider portal homepage.

### Step 3: Associate a registered provider.

If your provider is already registered, enter their first and last name, their TELUS Provider ID, the start date of the association and click the Submit button. Go to step 5.

If your provider is not yet registered, click the **New provider** button. Go to step 4.

The screenshot shows a web form titled "Associate a registered provider". It includes a sub-header "Enter the information for the provider that you would like to associate." and a note: "\*Indicates a mandatory field". The form contains the following fields: "First name", "Last name", "TELUS Provider ID" (with a blue circular icon), and "Start date" (with a calendar icon). Below the fields is a note: "It may take a few days to process a request. Track the current status of your request in Request Status." and a green "Submit" button. At the bottom of the form is a grey box with the heading "Associate a new provider" and a "New provider" button.

### Step 4: Fill in the new provider's details.

If you are registering a new provider, you will need to enter their first and last name, language(s) (if desired) and start date. You will also need to enter their license information. Once you have entered all of the required information, click the **Submit** button. Required fields are indicated with a red asterisk.

The screenshot shows a web form titled "Associate a new provider". It is divided into two main sections: "Provider information" and "Role & license information". The "Provider information" section includes fields for "First name", "Middle name", "Last name", "Service language" (a dropdown menu), and "Start date" (with a calendar icon). Below this is a link "+ edit another provider". The "Role & license information" section includes fields for "Province", "Role", "License number", "License issuer", and "License date" (with a calendar icon). Below this is a link "+ edit another license". At the bottom of the form is a section titled "Associate provider" with a note: "Review the information to ensure accuracy. After submitting it you will be able to track the status of your request on the Associate a Provider page." and two buttons: "Back" and "Submit".

### Step 5: Select the user's work location and submit.

The screenshot shows a confirmation page titled "New provider requested". It contains the following text: "Your association request has been received and will take approximately 10 business days to be processed." and "Your confirmation reference number is:3017026". Below this is a note: "Please email provider.mgmt@telus.com with your reference number for a status update if it has been longer than 10 business days since you submitted your request. Please note that status updates will not be answered if it has not been longer than 10 business days." At the bottom are two buttons: "Print this page" and "Back to Associate a provider".

Your request is now complete and has been transmitted to the TELUS Provider Management Group. Note or print your confirmation number for your records. Click the **Back to Associate a provider** button if you have additional providers to associate.

## Learn more

To access the complete Associate a Provider user guide, browse to the application as described in step 1. The link to the user guide is located beneath the header of the application..

The screenshot shows the header of the TELUS Health application. It features the TELUS Health logo at the top. Below the logo is a green navigation bar with the following links: "Home", "WSIB", and "eClaims". Below the navigation bar is a breadcrumb trail: "Home > Associate a provider". The main heading is "Associate a provider". Below the heading is a note: "Associate providers to your clinic to easily attribute services performed to them." and a link: "Associate a provider user guide" (with a document icon).