

# How do I **disassociate** from my providers?



**This document applies to you if you are** an organization no longer working with a provider to whom you had previously associated.

It is important to disassociate when you terminate relationships with providers as this will ensure billing accuracy. You can request disassociations using the Change Management website following the steps below. Once the disassociation is requested by you and processed by the TELUS provider management group (PMG), it will no longer be possible to submit bills for the disassociated provider for services performed after the disassociation date

## **Step 1:** Access the Change Management website.

Access the change management website by clicking the **Other Profile Updates** link under **My Profile** on the provider portal homepage.

### **My Profile**

Manage your profile details by using the following links.

[Email and Banking Information](#) >

[Change Password](#) >

[Other Profile Updates](#) >

Welcome to the TELUS Health Provider Profile Change Management page.

You can update your individual or business information. The type of changes that can be done here include:

- Modifying independent providers and business names as well as their contact information
- Editing and removing associated providers
- Add, remove and edit address information
- Remove associations between businesses and head offices

Select your profile type

Independent provider

Business or clinic

Head office

Select the service you are registered to

eClaims

WSIB

What do you want to do today?

Select one or more items

Manage business name and contact information

Manage business address information and hours

Modify or remove providers and their roles  
Add providers to a clinic on the Provider portal home screen

Add or remove users

Deactivate my profile(s)

Disassociate from a head office  
Remove an association to a head office in the Provider portal home screen

Effective date to apply these changes

10/01/2018

Next step

## Step 2: Select your profile type, service, the type of change and the effective date.

Select the:

- Profile type: Business/Clinic,
- Applicable service(eClaims or WSIB),
- Changes you wish to make: **Modify or remove providers and their roles**
- Effective date of the change.

Click the **Next step** button.

## Step 3: Identify yourself.

Identify yourself by entering your TELUS Provider ID or your WSIB Provider ID (if applicable) along with other identifying details. Your TELUS and WSIB Provider ID (if applicable) were included in your welcome package. You can also find your TELUS Provider ID in the top right hand corner of the Provider Portal and your WSIB Provider ID (if applicable) in the Provider Information section of the submit payment screen when submitting bills.

You must agree to the statements at bottom of the screen.

Click the **Next step** button.

Identification (Business or Clinic)

Please indicate which account you would like to make changes to:

TELUS Provider ID  
1 to 8 digit number

WSIB Provider ID  
9 digit number

Business name

Contact information  
if there is a problem with your change request we may need to contact you

First name

Last name

Email address

I am eligible and confirm my answers are true and complete to the best of my knowledge.

By filling this form, I am giving TELUS Health authorization to make the following changes to my profile.

I am authorized by the business owner to make the change request.

Previous step

Next step

Modify or remove providers and their roles

What do you want to do?

Remove current provider(s)

Add, remove, modify provider role(s) and their licenses

\*Add new providers to your clinic from the main page of the **Provider portal**

Remove current provider(s)

Provider to be removed

First name

Last name

Remove another current provider

Previous step

Next step

## Step 4: Enter the name and address of the organization to disassociate.

To disassociate your provider, select **Remove current provider(s)** and enter the provider's first and last name. If you have more than one provider to disassociate, click the purple **Remove another current provider** button.

You can also use this workflow to edit your providers; information on all possible change requests can be found in the complete user guide. See the "**To learn more**" section at the end of this document.

Click the **Next step** button when you are finished.

✓
Review my information

**Effective date**  
10/03/2020 ✎ Edit

**Identification**

**TELUS Provider ID**  
123456789 ✎ Edit

**Molly Manager**  
molly.manager@abcclinic.com

**Disassociate from a head office**

**Remove association** ✎ Edit

**ABC Medical Centre**  
800 Bloor Street West  
Toronto, Ontario  
Canada M6S 4W2

Cancel
Confirm and send

## Step 5: Review your information.

Review your information. If you need to make any changes, click the ✎ Edit icon on the appropriate section. When you are satisfied with your information, click the **Confirm and send** button.

## Step 6: Record your confirmation details.

Your request is now complete and has been transmitted to the TELUS provider management group. Note or print your confirmation number for your records.



## Learn more

To access the complete user guide for the Change Management website, browse to the application as described in Step 1. The link to the user guide is located in the top right-hand corner of the site.

