



Payment Statements

User Guide

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Chapter 1


About the Payment Statements application

Independent providers and clinic administrators may use the Payment Statements application to save their electronic statements locally, and then reconcile the services on these statements with their records. Currently, only select insurers are displayed in the Payment Statements application; the other insurers will continue to issue statements using their existing processes, including from their own portals or via email.

The timing of when statements are issued, and the information that they contain, vary depending on the insurer.

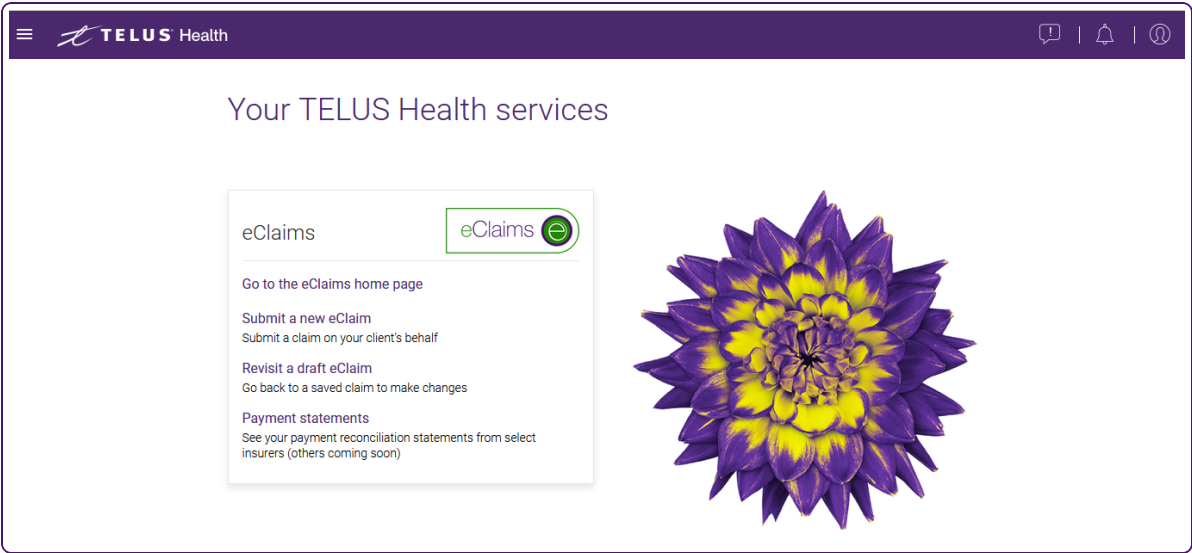
Viewing statements (clinical administrators)

As a clinical administrator, you can view payment statements for each insurer.

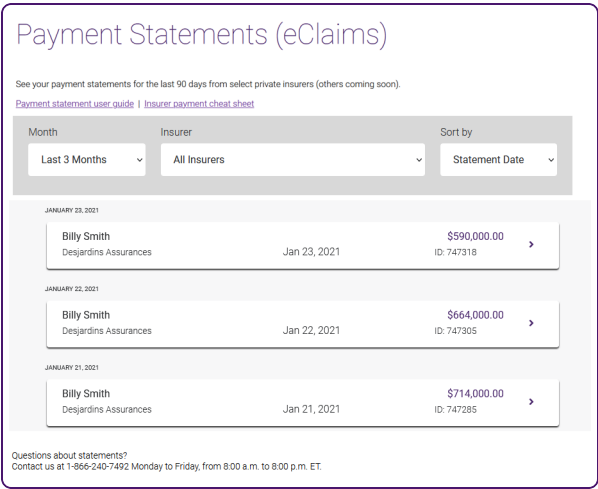


If a claim is voided, it will not be included in a statement.

- 1. From the TELUS Health services page, click the **Payment statements** link.

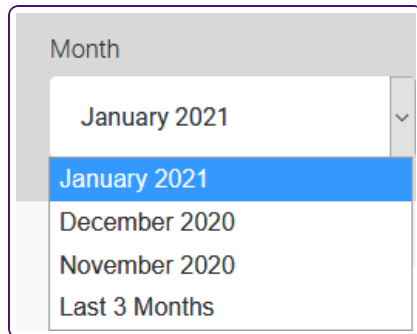


The **Payment Statements (eClaims)** window is displayed.



By default, statements are displayed for all insurers and for the current month, and they are sorted by the **Statement Date**. Each card displays the payment amount, the insurer, the statement date, and the statement number. This information may change if you change how the records are sorted.

2. To view the statements for a previous month, select a value from the **Month** drop-down list.



Statements are only available for the current month and the previous two months.

3. To view statements for one specific insurer, select their name from the **Insurer** dropdown list.
4. To change the sequence in which the statements are sorted, change the **Sort by** value to Provider or Insurer.

The statements are then sorted by provider or insurer rather than date.

5. Click a statement to view it.

The statement is displayed in a new tab, as a PDF.


The insurer names displayed on your bank statement and payment reconciliation statement may differ if the payment was issued on behalf of another party. For example, for claims submitted to Desjardins, the name of the insurer on the payment statement is "Desjardins" and the name on the bank statement is "TELUS MBCM".

6. Click the download button on your web browser to save the statement locally, or click the print button to print it.

Statements are available for three months only.

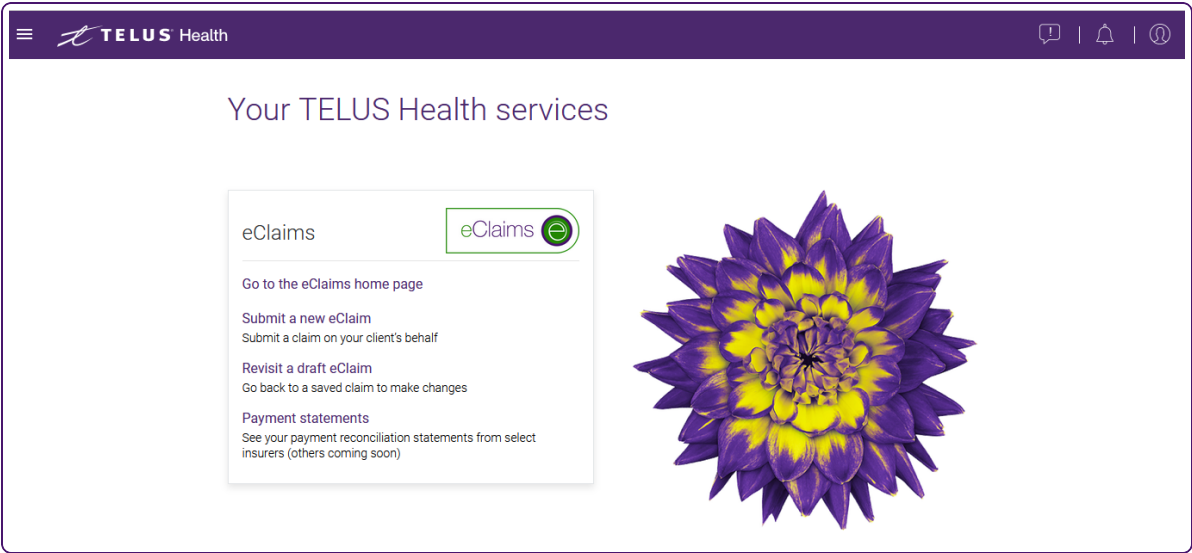
Viewing statements (independent providers)

As an independent provider, you can view payment statements for each insurer and location.

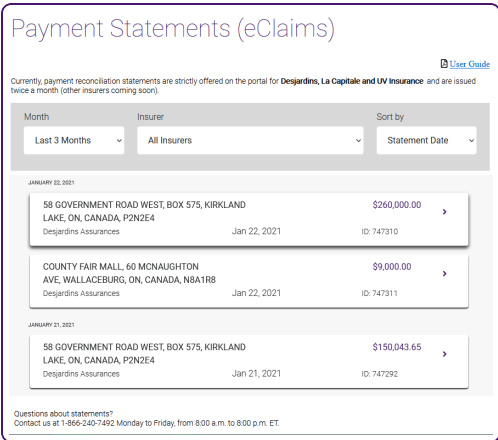


If a claim is voided, it will not be included in a statement.

- 1. From the TELUS Health services page, click the **Payment statements** link.

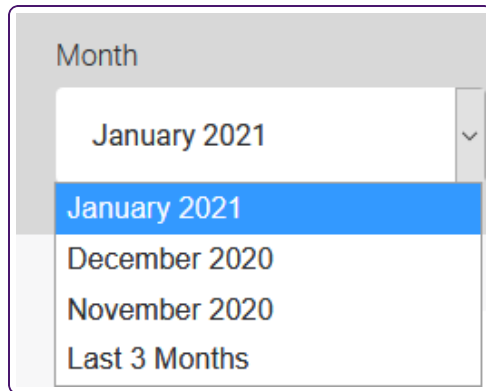


The **Payment Statements (eClaims)** window is displayed.



By default, statements are displayed for all insurers and for the current month, and they are sorted by the **Statement Date**. Each card displays the address of the clinic, the payment amount, the insurer, the statement date, and the statement number. This information may change if you change how the records are sorted.

2. To view the statements for a previous month, select a value from the **Month** drop-down list.



Statements are only available for the current month and the previous two months.

3. To view statements for a specific insurer, select their name from the **Insurer** dropdown list.
4. To change the sequence in which the statements are sorted, change the **Sort by** value to Location or Insurer.

The statements are then sorted by location or insurer rather than date.

5. Click a statement to view it.

The statement is displayed in a new tab, as a PDF.

The insurer names displayed on your bank statement and payment reconciliation statement may differ if the payment was issued on behalf of another party. For example, for claims submitted to Desjardins, the name of the insurer on the payment statement is "Desjardins" and the name on the bank statement is "TELUS MBCM".

6. Click the download button on your web browser to save the statement locally, or click the print button to print it.

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