



# Payment Statements

## User Guide

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# Chapter 1

## About the Payment Statements application

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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 Provider Portal home page, click the **See Statements** link.

The screenshot shows the Provider Portal home page. On the left, under 'Your TELUS Health services', there is a section for 'eClaims' with an 'Add more' button. Below this is a 'Payment Statements' section with a 'See Statements >' link. On the right, under 'Quick actions', there are two links: 'Submit a new eClaim >' and 'Revisit a draft eClaim >'. The 'Payment Statements' section includes the text: 'See your payment reconciliation statements from select private insurers (others coming soon).'

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

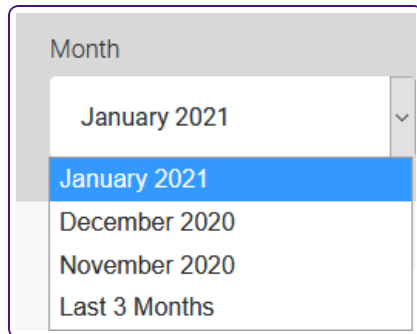
The screenshot shows the 'Payment Statements (eClaims)' window. At the top, there is a 'User Guide' link. Below it, a note states: 'Currently, payment reconciliation statements are strictly offered on the portal for Desjardins, La Capitale and UV Insurance and are issued twice a month (other insurers coming soon)'. There are three filters: 'Month' (Last 3 Months), 'Insurer' (All Insurers), and 'Sort by' (Statement Date). The main content is a table of payment statements:

Month	Insurer	Statement Date	Amount	Statement ID
JANUARY 23, 2021	Desjardins Assurances	Jan 23, 2021	\$590,000.00	ID: 747318
JANUARY 22, 2021	Desjardins Assurances	Jan 22, 2021	\$664,000.00	ID: 747305
JANUARY 21, 2021	Desjardins Assurances	Jan 21, 2021	\$714,000.00	ID: 747285

At the bottom, there is a note: 'Questions about statements? Contact us at 1-866-240-7492 Monday to Friday, from 8:00 a.m. to 8:00 p.m. ET.'

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.

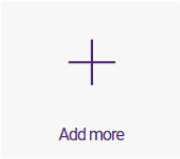
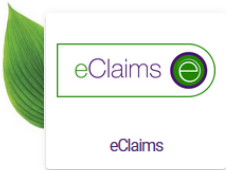


If a claim is voided, it will not be included in a statement.

1. From the Provider Portal home page, click the **View Payment Statements** link.



### Your TELUS Health services

Select a service to access all it has to offer



### Quick actions

Jump right into your most frequent tasks

-  [Submit a new eClaim >](#)  
Submit a claim on your client's behalf
-  [Revisit a draft eClaim >](#)  
Go back to a saved claim to make changes

### Payment Statements

See your payment reconciliation statements from select private insurers (others coming soon).

[See Statements >](#)

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

### Payment Statements (eClaims)

[User Guide](#)

Currently, payment reconciliation statements are strictly offered on the portal for **Desjardins, La Capitale and UV Insurance** and are issued twice a month (other insurers coming soon).

Month	Insurer	Sort by
Last 3 Months	All Insurers	Statement Date

**JANUARY 22, 2021**

58 GOVERNMENT ROAD WEST, BOX 575, KIRKLAND LAKE, ON, CANADA, P2N2E4 Desjardins Assurances	Jan 22, 2021	\$260,000.00 ID: 747310
COUNTY FAIR MALL, 60 MCNAUGHTON AVE, WALLACEBURG, ON, CANADA, N8A1R8 Desjardins Assurances	Jan 22, 2021	\$9,000.00 ID: 747311

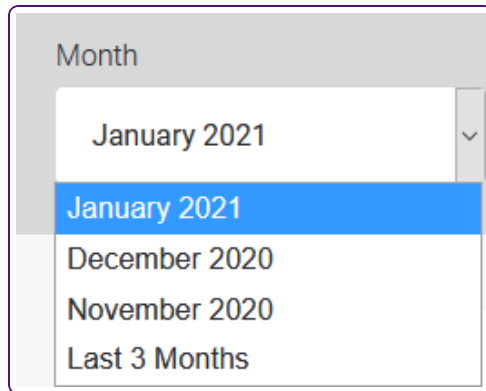
**JANUARY 21, 2021**

58 GOVERNMENT ROAD WEST, BOX 575, KIRKLAND LAKE, ON, CANADA, P2N2E4 Desjardins Assurances	Jan 21, 2021	\$150,043.65 ID: 747292
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Questions about statements?  
Contact us at 1-866-240-7492, Monday to Friday, from 8:00 a.m. to 8:00 p.m. ET.

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.

Statements are available for three months only.





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