



Payment Statements

User Guide

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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, select the **Payment statements** link.

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	Your TELUS Health services		
	eClaims Claims Constant of the eclaims home page Claims a new eclaim submit a claim on your client's behalf Submit a draft eclaim Goback to a saved claim to make changes Payment statements from select insurers (others coming soon)		

The Payment Statements (eClaims) window is displayed.

e your payment statements for th	e last 90 days from select private insurers (others coming :	soon).			
yment statement user guide Ins	urer payment cheat sheet				
Month Insurer			Sort by		
Last 3 Months 🗸 🗸	All Insurers	~	Statement Dat	e v	
JANUARY 23, 2021					
Billy Smith			\$590,000.00		
Desjardins Assurances	Jan 23, 2021	I	D: 747318	,	
JANUARY 22, 2021					
Billy Smith			\$664,000.00		
Desjardins Assurances	Jan 22, 2021	1	D: 747305	,	
JANUARY 21, 2021					
Billy Smith			\$714,000.00		
Desjardins Assurances	Jan 21, 2021	1	D: 747285	·	

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. Select 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. Select the download button on your web browser to save the statement locally, or select 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, select the **Payment statements** link.

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	Your TELUS Health services	
	eClaimsConstructionGo to the eClaims home pageSubmit a claim on your client's behaftAubmit a claim on your client's behaftRevisit a draft eClaimBo back to a saved claim to make changesPayment statementsBoyment statements from selectInsurers (others coming soon)	

The Payment Statements (eClaims) window is displayed.

Payment Sta	atement	s (eClaims	3)			
urrently, payment reconciliation stat vice a month (other insurers coming	tements are strictly offered g soon).	d on the portal for Desjardins, I	.a Capitale and UV Ir	BU: nsurance and are in	ser Guid asued	
Month	th Insurer		Sort	by		
Last 3 Months v	All Insurers		~ S	tatement Date	~	
JANUARY 22, 2021						
58 GOVERNMENT ROAD WEST, BOX 575, KIRK LAKE, ON, CANADA, P2N2E4 Desjardins Assurances		(LAND Jan 22, 2021	\$260, ID: 74731	000.00 >		
COUNTY FAIR MALL, 60 AVE, WALLACEBURG, 0) MCNAUGHTON IN, CANADA, N8A1R8	lap 22, 2021	\$9,00	0.00 >		
JANUARY 21, 2021		001122,2021	10.74701			
58 GOVERNMENT ROAL LAKE, ON, CANADA, P2	D WEST, BOX 575, KIRK N2E4	(LAND	\$150	,043.65		
		Jan 21, 2021	ID: 74729	2		

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. Select 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. Select the download button on your web browser to save the statement locally, or select the print button to print it.

Statements are available for three months only.



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