



Providers User Guide

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Chapter 1

Providers

The **Providers** window lists the providers that are linked to your organization. Pending provider requests are displayed at the top of the window, and each provider is displayed in a separate card.

Providers

Request 1416700 to add provider Cristina Podiatrist, submitted on 2022-08-31 18:28:54 by PO002011529, is currently being processed by our team.

Only show providers with pending updates

[Add provider](#)

RYAN CHIRO-BCUAT [Remove](#)
TELUS provider ID 8236
[Manage provider details >](#)

BOBBY PHYSIO-BCUAT [Remove](#)
TELUS provider ID 8237
[Manage provider details >](#)

PAULA MASSAGE-BCUAT [Remove](#)
TELUS provider ID 8238
[Manage provider details >](#)

DAVID ACU-BCUAT [Remove](#)
TELUS provider ID 8239
[Manage provider details >](#)

EVA NATURO-BCUAT [Remove](#)
TELUS provider ID 8240
[Manage provider details >](#)

The following table describes the tasks you can complete from this window.

For information on...	See...
Linking a provider with your organization	"Adding providers " (page 12)
Removing an existing provider link	"Removing a provider"

For information on...

See...


[\(page 16\)](#)

Updating an existing provider's name, TELUS provider ID, and effective date, as well as their roles and licenses.

"Managing provider details" [\(page 7\)](#)

TELUS Provider ID

Your TELUS and WSIB Provider IDs were supplied in your welcome package. Only the TELUS Provider ID is required to use the Merge function.



Welcome to the TELUS Health WSIB Services.

Find below the login information for the user registered to submit claims through the Provider Portal. We will send your temporary password in a separate email. For security reasons, please do not share your login information.

Username	AAAL200130690
----------	---------------

Your identification numbers



<p style="text-align: center;">WSIB Provider ID 110002251</p> <p>Use your WSIB Provider ID to contact WSIB for support. If you have multiple roles, locations or referral programs, you may have more than one Provider ID.</p>	<p style="text-align: center;">TELUS Provider ID 200130690</p> <p>Use your TELUS Provider ID to contact TELUS for support or to make changes to your account.</p>
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Helpful resources to manage your account

- Change your password
- Request to add or remove users or providers
- Add or update your direct deposit details
- Submit bills with ease ([quick start guide](#))
- Associate an organization or head office
- Request to merge your accounts
- Manage users on your account
- Find answers in the [FAQ](#)

To submit or view forms, log in to the [TELUS Health Provider Portal](#)

For more information
1-866-240-7492 | provider.mgmt@telus.com | [FAQ](#)


TELUS Health, 25 York Street 20th floor, Toronto, ON, M5J 2V5
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[Privacy](#)

If you no longer have the email that TELUS Health sent you after you registered for the service, you can also find your TELUS Provider ID on the **My Account** page.

My Account



Mark Manager
User ID MAMA200125271
[Profile & security questions](#)

TTT Head Office
TELUS Provider ID 200125271
[Business profile](#)

Managing provider details

All changes to providers, with the exception of role removals, are reviewed by the TELUS Health team before they are implemented in the Provider portal.

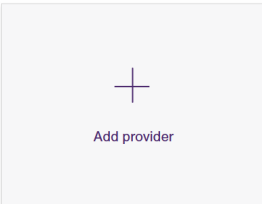
1. From the Provider Portal, click the Menu  button, then select **Providers**.

The **Providers** window is displayed.

Providers

Request 1416700 to add provider Cristina Podiatrist, submitted on 2022-08-31 18:28:54 by PO002011529, is currently being processed by our team.

Only show providers with pending updates



Add provider

RYAN CHIRO-BCUAT [Remove](#)
TELUS provider ID 8236
[Manage provider details >](#)

BOBBY PHYSIO-BCUAT [Remove](#)
TELUS provider ID 8237
[Manage provider details >](#)

PAULA MASSAGE-BCUAT [Remove](#)
TELUS provider ID 8238
[Manage provider details >](#)

DAVID ACU-BCUAT [Remove](#)
TELUS provider ID 8239
[Manage provider details >](#)

EVA NATURO-BCUAT [Remove](#)
TELUS provider ID 8240
[Manage provider details >](#)

- Click the **Manage provider details** link beneath the name of the provider whose information you want to modify.



To display only those providers whose additions are pending approval, click the right side of the **Only show providers with pending updates** toggle:


Only show providers with pending updates 

The window that is displayed is named after the provider you selected.

Ami Nurse

Deletion of roles are effective immediately. All other changes must be reviewed by TELUS Health and will take approximately 10 business days. Updates will only be seen here if and when approved.


Profile

<small>First name</small> <input type="text" value="Ami"/>	<small>Last name</small> <input type="text" value="Nurse"/>
<small>TELUS provider ID Optional</small> <input type="text" value="2026081"/>	<small>Effective date</small> <input type="text" value="2022-06-13"/> 

Roles and licenses

Role

License
The provider's license must be in the same province as the service address for the organization. To request the addition of a provider with a license from a different province, call TELUS support at 1-866-240-7492.

<small>Country</small> <input type="text" value="CANADA"/>	<small>Province</small> <input type="text" value="Manitoba"/>
<small>License issuer</small> <input type="text" value="College of Registered Nurses..."/>	<small>License number</small> <input type="text" value="234578A-2"/>
	<small>License date</small> <input type="text" value="2022-08-31"/> 

Use the same format as in your license document including dashes, spacing, capital letters etc

Add another role



The **Role** field associated with an approved role is disabled, as you cannot select a different role once a role has been approved. You also cannot change the **Province**, which must match the province in which the organization is located.

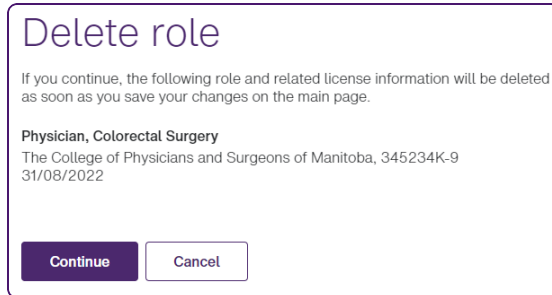
- Optionally update the provider's **First name** and **Last name**.

4. To delete a role:

- Click the Delete  button to its right.

This button is displayed if the role has not yet been approved, or it has been approved but there is more than one role. At least one role must be associated with each provider.

- The **Delete role** pop-up is displayed:



- Click **Continue**.

5. To add a role, click **Add another role**, then complete steps 6 to 10 of "Adding providers " ([page 12](#)).

6. To delete a role, click the Delete  button to the right of the applicable Role field.

The button is displayed adjacent to unapproved roles, and approved roles if there are at least two approved roles (in which case you can delete one but not both of the approved roles).

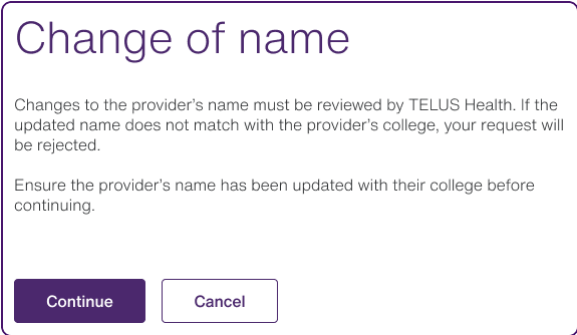
If you are deleting an unapproved role, the role is removed immediately.

If you are deleting an approved role, you must confirm your deletion from the confirmation box that is displayed.

Each approved provider must always have at least one license that has been reviewed and approved. To delete the only remaining license that is reviewed and approved, first add a new license, wait for it to be reviewed and approved, and then delete the other license.

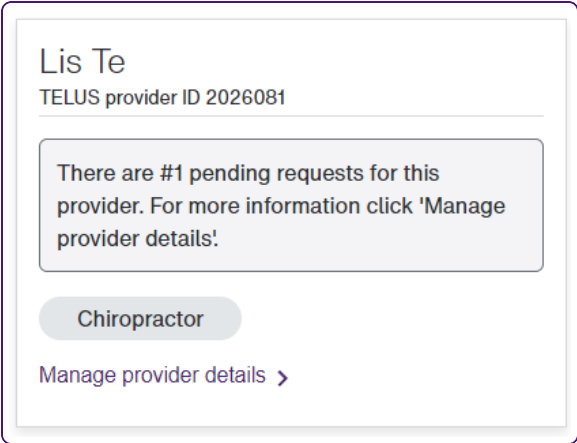
7. Click **Save changes**.

The following dialog box is displayed if you changed the provider's first or last name:



Click **Continue**, then **Save changes**.

The **Providers** window is displayed again. A message is displayed on the provider's card indicating that pending changes have been submitted.





Chapter 2

Linking providers

As a user registered to provide eClaims online billing, you can link licensed providers to an organization. You must belong to an organization that requires providers to be linked. If your organization has one of the following roles, you can link providers:

- Clinic
- Optical supplier

Linking hierarchy

The linking hierarchy captures provider relationships in which:

- Organizations with specified roles must be linked to at least one licensed provider and may be associated to many.
- A licensed provider may be linked to organizations which have specified roles.

For example, a Medical Centre is an organization that may have two linked providers: a physiotherapist and a kinesiologist.

Providers can be linked with zero or more organizations. Organizations can request links to providers, and remove existing links to providers. Providers can unlink from organizations.



Chapter 3

Adding providers

New provider records are reviewed by the TELUS Health team before they are implemented in the Provider portal.



To display only those providers whose additions are pending approval, click the right side of the **Only show providers with pending updates** toggle:

Only show providers with pending updates

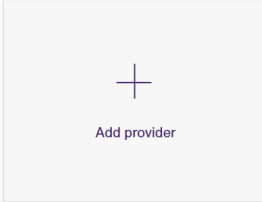
1. From the Provider Portal, click the Menu  button, then select **Providers**.

The **Providers** window is displayed.

Providers

Request 1416700 to add provider Cristina Podiatrist, submitted on 2022-08-31 18:28:54 by PO002011529, is currently being processed by our team.

Only show providers with pending updates

 Add provider

<p>RYAN CHIRO-BCUAT Remove</p> <p>TELUS provider ID 8236</p> <p>Manage provider details ></p>	<p>BOBBY PHYSIO-BCUAT Remove</p> <p>TELUS provider ID 8237</p> <p>Manage provider details ></p>	<p>PAULA MASSAGE-BCUAT Remove</p> <p>TELUS provider ID 8238</p> <p>Manage provider details ></p>
<p>DAVID ACU-BCUAT Remove</p> <p>TELUS provider ID 8239</p> <p>Manage provider details ></p>	<p>EVA NATURO-BCUAT Remove</p> <p>TELUS provider ID 8240</p> <p>Manage provider details ></p>	

2. Click **Add provider**.

The **Add a provider** window is displayed.

3. Enter the provider's **First name** and **Last name**.
4. Optionally enter their **TELUS provider ID**.
5. Select the **Effective date**.
6. In the **Roles and licenses** section, select a **Role**.

Only those role and license combinations that are associated with your organizational role are displayed. For example, if your organization is an Optical Store / Optometry Cl, you can add opticians and optometrists. If only one role is available, it is selected.

When you select a role, the **License issuer**, **License number**, and **License date** fields are enabled. The values in the **License issuer** drop-down reflect the selected role and province.

7. If you selected the role of Misc. Practitioner, a **Role Description** field is displayed to the right of the **Role** field. Enter a description of the role.

8. Select the appropriate **License issuer**, enter the **License number**, and select the **License date**.

Only those license issuers that are approved for the applicable service (eClaims or WSIB) for the selected role and province are displayed. For more information, contact your license issuer.

If you selected the role of Misc. Practitioner, or your organization is registered for the WSIB service, the **License issuer** field is a text field, and all of the license fields are optional, but if you provide a value for one of these fields, you must provide a value for all of them.

9. If the **Country** field is enabled, select a country.

This field is enabled if your organization is registered for WSIB services. If the provider has service locations in more than one country, the **Country** field is displayed and enabled. It includes only those countries where the provider's independent practice or linked organizations are located.

10. If the **Province** field is enabled, select a province.

This field is enabled if the provider has multiple work locations and these locations are in two or more provinces, in which case it contains these provinces only. If all of the provider's work locations are in the same province, this field is disabled, and the applicable province is selected. Providers must be licensed in all of the provinces in which they provide services. You can only add one license per province.

If your organization is registered for the WSIB service, and your service address is not in Canada, **"/State/Region"** is appended to the **Province** label, and its values reflect the provinces, states, or regions for the selected country.

If your organization is registered for both eClaims and WSIB services, a message is displayed beneath the license fields to indicate with which service the role and license are associated.

11. To add another role, click **Add another role**, then repeat steps 6 to 10.

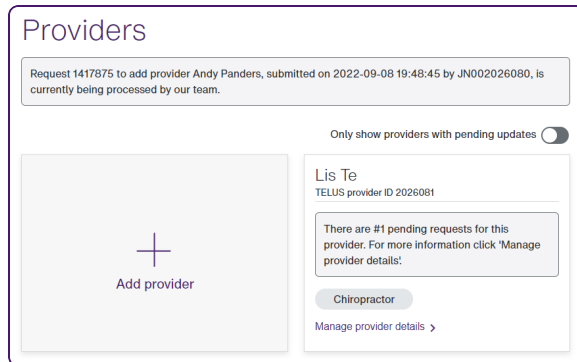
If the Misc. Practitioner role is available, you can use it multiple times. All other roles can be used only once per provider.

12. To delete a role, click the Delete  button to its right.

This button is only displayed if there is more than one role, as at least one role must be associated with each provider.

13. Click **Save changes**.

The **Providers** window is displayed again, with a note at the top indicating that the add request is pending.





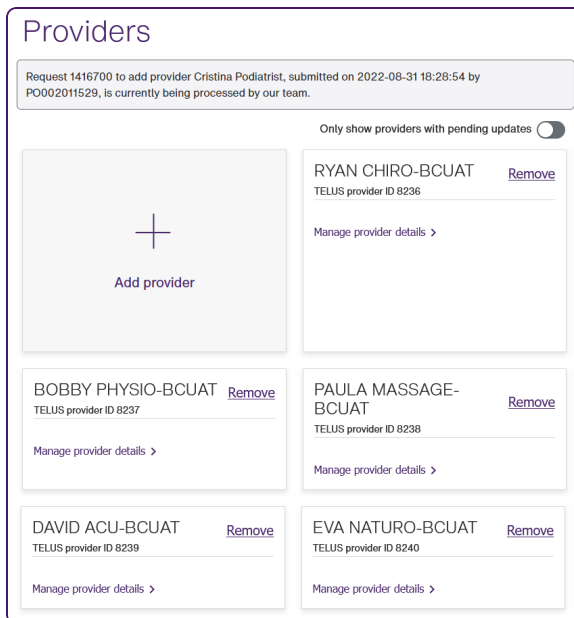
Chapter 4

Removing a provider

Each organization must have a minimum of one provider associated with it; as such, the **Remove** link is only displayed within a provider's card if your organization is linked to two or more providers.

1. From the Provider Portal, click Menu  button, then select **Providers**.

The **Providers** window is displayed.

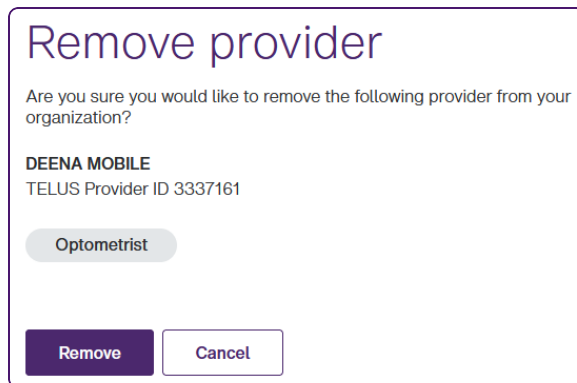


The screenshot shows the 'Providers' window with the following content:

- Header: Providers
- Message: Request 1416700 to add provider Cristina Podiatrist, submitted on 2022-08-31 18:28:54 by PO002011529, is currently being processed by our team.
- Toggle: Only show providers with pending updates
- Buttons: Add provider (with a plus icon)
- Provider Cards:
 - RYAN CHIRO-BCUAT (TELUS provider ID 8236) with a Remove link and Manage provider details >
 - BOBBY PHYSIO-BCUAT (TELUS provider ID 8237) with a Remove link and Manage provider details >
 - PAULA MASSAGE-BCUAT (TELUS provider ID 8238) with a Remove link and Manage provider details >
 - DAVID ACU-BCUAT (TELUS provider ID 8239) with a Remove link and Manage provider details >
 - EVA NATURO-BCUAT (TELUS provider ID 8240) with a Remove link and Manage provider details >

2. Click the **Remove** link to the right of the provider you want to remove.

The **Remove Provider** window is displayed.



3. Click **Remove**.

The dialog box closes. The selected provider no longer appears on the **Providers** window. When they log into the Provider portal, your organization will no longer appear on their list of organizations that are displayed on the **Linked organizations** tab of the **Work locations** window.



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