



# Services

## User Guide

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# Chapter 1

## Services

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From the **Services** window, you can add or terminate services, and accept terms and conditions.

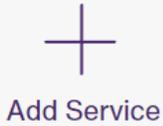
### Services

Termination of services will be processed by TELUS Health and will take approximately 10 business days before being reflected in the system.

**eClaims** 

Streamline the claims process for your patients with an easy-to-use online service appreciated by 91% of healthcare professionals.

[Terminate service](#)



Add Service

The cards that are displayed on this window vary depending on whether you are registered for the eClaims service, the WSIB service, or both.



# Chapter 2

## Accepting terms and conditions

The same terms and conditions (T&Cs) are used for both eClaims and WSIB services; as such, when the T&Cs are updated, you can accept the new T&Cs from either card, and your acceptance applies to both services.

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

The **Services** window is displayed. A message and link are displayed if you need to accept new terms and conditions.

### Services

Termination of services will be processed by TELUS Health and will take approximately 10 business days before being reflected in the system.

eClaims 

 **Go to the new terms and conditions section to accept them for this service.**

Streamline the claims process for your patients with an easy-to-use online service appreciated by 91% of healthcare professionals.

[Terms and conditions >](#)

[Terminate service](#)



Add Service

2. Select **Terms and conditions**.
3. Review the terms and conditions that are displayed.
4. If the statements beneath the text are valid, select the check boxes associated with them, then select **Accept**.

The **Services** window is displayed again with the terms and conditions message and link removed.

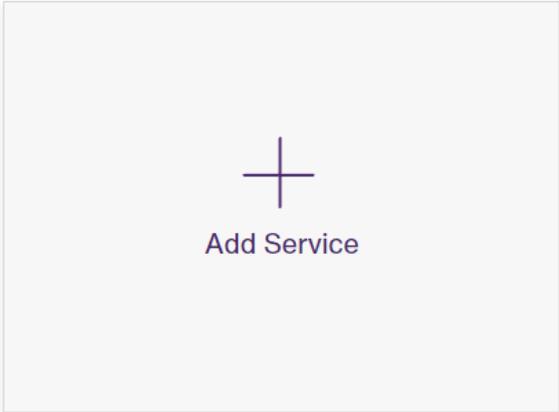
## Services

Termination of services will be processed by TELUS Health and will take approximately 10 business days before being reflected in the system.

### eClaims

Streamline the claims process for your patients with an easy-to-use online service appreciated by 91% of healthcare professionals.

[Terminate service](#)





# Chapter 3

## Registering for a service



WSIB head offices cannot register for the eClaims service.

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

The **Services** window is displayed.

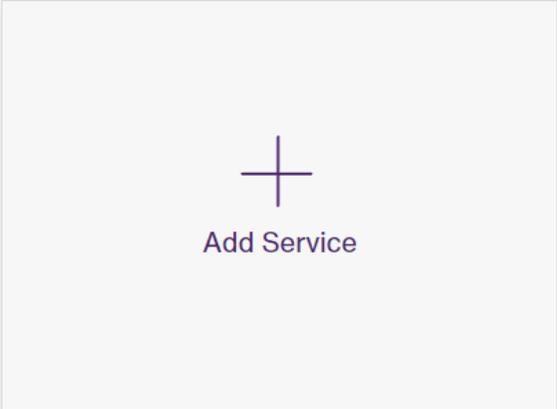
### Services

Termination of services will be processed by TELUS Health and will take approximately 10 business days before being reflected in the system.

#### eClaims

Streamline the claims process for your patients with an easy-to-use online service appreciated by 91% of healthcare professionals.

[Terminate service](#)



+  
Add Service

2. Select **Add Service**.

The **Add TELUS Health services** window is displayed.

 You can also access this window by selecting **+ TELUS Health service** from the Menu  button in the upper left hand corner.

3. To register for eClaims, select **Register for eClaims** and then complete the eClaims registration wizard, which is displayed in a new tab.

For information on registering for eClaims, scroll down to the **Need help registering** section at the bottom of the page.

4. To register for WSIB, select **Register for WSIB**, then complete the WSIB registration wizard, which is displayed in a new tab.

For information on the WSIB registration process, select the **Help** link in the upper right-hand corner of the **Provider registration** website.

5. To register for Direct deposit, select **Register for Direct Deposit**, then **Register**.

For information on the direct deposit registration process, select the **Need help registering** section at the bottom of the **Guidelines for Registration** website.



# Chapter 4

## Terminating services

Termination requests are processed within ten days.

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

The **Services** window is displayed.



If you are registered as a head office with WSIB, the only service you can terminate is the WSIB service.

### Services

Termination of services will be processed by TELUS Health and will take approximately 10 business days before being reflected in the system.

#### eClaims



Streamline the claims process for your patients with an easy-to-use online service appreciated by 91% of healthcare professionals.

[Terminate service](#)



Add Service

2. Select the **Terminate** link to the right of the service you want to terminate.

A dialog box similar to the following is displayed. Its name varies according to which service you are terminating.

### Terminate eClaims service

By terminating your registration for the eClaims service, you will no longer be able to submit claims electronically.

Termination of the service will take approximately 10 business days. Until your request is processed you will continue to have access to the service.

If you would like to use the eClaims service in the future, you will need to register again.

3. Select **Terminate**.

Your request will be processed within ten days. Until that time, you will continue to have access to the service you have requested be terminated.



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