



# Insurer payment guide



Participating insurers	Adjudication hours*	Payment method	When is payment issued?	How are payments issued?	Statements	For payment enquiries*
<b>Alberta Blue Cross - Members Outside of Alberta and Quebec.</b>	24/7	Direct deposit	Every business day	One payment for all claims within the same payment period	Statements are not issued; however, you can refer to the eClaims download files for a record of the claims you submitted during a specific time period.	1-800-588-1195 Monday to Friday 8:30 am to 5:00 pm MT
<b>Alberta Blue Cross (TELUS Adjudicare) – Members in Quebec</b>	24/7	Cheque or direct deposit	Cheque: 1st and 16th of the month; direct deposit: next business day	One payment for all claims within the same payment period	Statements are not issued; however, you can refer to the eClaims download files for a record of the claims you submitted during a specific time period.	1-800-588-1195 Monday to Friday 8:30 am to 5:00 pm MT
<b>Beneva</b>	24/7, except during maintenance windows	Cheque or direct deposit	Payments are processed twice a month	One payment for all claims within a 2 week period	Electronic statements are posted on the eClaims portal; same day as payment	1-888-235-0606
<b>BPA</b>	24/7	Cheque	Every 2 weeks	One payment for all claims within 2 week period	Statements are mailed on the 1st and the 15th of each month	1-800-867-5615
<b>Canada Life</b>	Monday to Friday 6:00 am to 12:00 am EST; Saturdays and Sundays 6:30 am to 10:00 pm EST	Cheque or direct deposit	Once a month for cheques; weekly for direct deposit	Multiple bulk payments	Mail (cheque) / email (direct deposit); same day as payment	1-800-957-9777 Monday to Friday 8:00 am to 7:00 pm
<b>Canada Life - PSHCP (Public Service Health Care Plan)</b>	From 6:00 am to 12:00 am EST, daily, 7 days per week	Cheque or direct deposit	Once a month for cheques; weekly for direct deposit	Multiple bulk payments	Electronic statements are posted on the eClaims portal	1-855-415-4414, Monday to Friday 8:00 am to 5:00 pm, caller's local time
<b>Canadian Construction Workers Union (C.C.W.U.)</b>	Claims can be submitted 24/7 but real-time adjudication is not available at this time	Cheque	Every 2 weeks	One payment for all claims within 2 week period	Payment statements are mailed along with cheques	1-416-240-0047
<b>Chambers of Commerce (Johnston Group)</b>	24/7	Cheque or direct deposit	Every business day	One payment per member ID	Mail (cheque) / email (direct deposit); 1 to 2 business days after transaction	<a href="#">See Johnston Group toolkit</a> or call 1-800-665-3365 Monday to Friday 7:30 am to 6:00 pm CST



1-866-240-7492



**TELUS** Health



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<b>CINUP (Johnston Group)</b>	24/7	Cheque or direct deposit	Every business day	One payment per member ID	Mail (cheque) / email (direct deposit); 1 to 2 business days after transaction	<a href="#">See Johnston Group toolkit</a> or call 1-800-665-1234 Monday to Friday 8:30 am to 5:00 pm CST
<b>ClaimSecure</b>	24/7, excluding maintenance periods	Cheque or direct deposit	Every 2 weeks	One payment for all claims within 2 week period	Providers must logon to their ClaimSecure eProfile account to retrieve their statements	1-888-513-4464 Monday to Friday, 7:00 am to 11:00 pm
<b>Coughlin &amp; Associates Ltd.</b>	24/7	Direct deposit	Every business day	Electronic transfer	No statement issued	1-866-239-3366
<b>Cowan (Express Scripts Canada)</b>	24/7	Cheque or direct deposit	Twice a month (on the 5th and the 20th)	One payment for all claims within 2 week period	Electronic statements / website <sup>1</sup> ; same day as payment	1-800-563-3274 Monday to Friday - 8:00 am to 10:00 pm Saturday - 8:00 am to 5:00 pm
<b>D.A. Townley</b>	24/7	Cheque or direct deposit	Cheque: 1st and 16th of the month; direct deposit: next business day	One payment for all claims within the same payment period	Mail statements enclosed with cheque; electronic statements are posted on the eClaims portal	1-800-663-1356
<b>Desjardins</b>	24/7	Cheque or direct deposit	Twice a month (on the 1st and the 16th)	One payment for all claims within a 2 week period	Electronic statements are posted on the eClaims portal; same day as payment	For questions about claim results and coverage: 1-800-463-7842 from Monday to Friday 8:00 am to 8:00 pm.  For questions about payment and statements: 1-866-240-7492 from Monday to Friday 8:00 am to 8:00 pm
<b>Equitable Life of Canada</b>	24/7	Direct deposit	Every business day	Electronic transfer	Electronic statements are posted on the eClaims portal; same day as payment. Available for payments made Monday to Friday.	1-800-265-4556, 8:15 am to 7:00 pm ET



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<b>First Canadian (Johnston Group)</b>	24/7	Cheque or direct deposit	Every business day	One payment per member ID	Mail (cheque) / email (direct deposit); 1 to 2 business days after transaction	<a href="#">See Johnston Group toolkit</a> or call 1-866-212-5644 Monday to Friday 7:30 am to 6:00 pm CST
<b>GMS Carriers 49 and 50 (Express Scripts Canada)</b>	24/7	Cheque or direct deposit	Twice a month (on the 5th and the 20 <sup>th</sup> )	One payment for all claims within a 2 week period	Electronic statements / website <sup>1</sup> ; same day as payment	<a href="#">See GMS toolkit</a> or call 1-800-563-3274; Monday to Saturday 24h, Sunday between 12:00 am and 7:00 am
<b>GroupHEALTH</b>	24/7	Cheque or direct deposit	Within 24-48 hours	One payment for each member's claim	Email	<a href="#">See GroupHEALTH toolkit</a> or call 1-833-344-6944 Monday to Thursday 7:30 am to 9:00 pm EST; Friday 7:30 am to 7:00 pm EST
<b>GroupSource</b>	24/7	Cheque or direct deposit	Within 24-48 hours	One payment for each member's claim	Email	<a href="#">See GroupSource toolkit</a> or call 1-888-547-6947 Monday to Friday 7:00 am to 5:00 pm MST
<b>Industrial Alliance</b>	Monday to Friday 6:00 am to 12:00 am; Saturday and Sunday from 6:00 am to 10:00 pm	Cheque or direct deposit	2-5 business days	One payment for each member's claim	Electronic statements are posted on the eClaims portal; same day as payment	1-877-422-6487 Monday to Friday 8:00 am to 5:00 pm
<b>Johnson (Express Scripts Canada)</b>	24/7	Cheque or direct deposit	Twice a month (on the 5th and the 20 <sup>th</sup> )	One payment for all claims within a 2 week period	Electronic statements / website <sup>1</sup> ; same day as payment	<a href="#">See Johnson toolkit</a> or call 1-800-563-3274; Monday to Friday 8:00 am to 10:00 pm; Saturday 8:00 am to 5:00 pm
<b>Johnston Group</b>	24/7	Cheque or direct deposit	Every business day	One payment per member ID	Mail (cheque) / email (direct deposit); 1 to 2 business days after transaction	<a href="#">See Johnston Group toolkit</a> or call 1-866-212-5644 Monday to Friday 7:30 am to 6:00 pm CST



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<b>LIUNA Local 183</b>	Claims can be submitted 24/7 but real-time adjudication is not available at this time	Cheque or direct deposit	Every 2 weeks	One payment for all claims within a 2 week period	Payment statements are mailed along with cheques	1-416-240-2103
<b>LIUNA Local 506</b>	Claims can be submitted 24/7 but real-time adjudication is not available at this time	Cheque	Every 2 weeks	One payment for all claims within 2 week period	Payment statements are mailed along with cheques	1-416-506-8841
<b>Major Group (TELUS AdjudiCare)</b>	24/7	Cheque or direct deposit	2-6 business days	One payment for all claims within the same period	Mail statements enclosed with cheque; electronic statements are posted on the eClaims portal	1-877-777-2055 Monday to Friday 8:00 am to 5:00 pm
<b>Manion</b>	24/7	Cheque or direct deposit	Within 24-48 hours	One payment for each member's claim	Email	<a href="#">See Manion toolkit</a> or call 1-866-532-8999 Monday to Thursday 7:30 am to 9:00 pm EST; Friday 7:30 am to 7:00 pm EST
<b>Manulife</b>	Monday to Friday 5:30 am to 12:30 am; Saturday 5:30 am to 8:00 pm; Sunday 8:00 am to 10:00 pm	Direct deposit	Every business day	One deposit per claim	Email <sup>2</sup> ; same day as transaction	<a href="#">See Manulife toolkit</a> or call 1-866-407-7878 Monday to Friday 8:00 am to 8:00 pm
<b>Maximum Benefit (Johnston Group)</b>	24/7	Cheque or direct deposit	Every business day	One payment per member ID	Mail (cheque) / email (direct deposit); 1 to 2 business days after transaction	<a href="#">See Johnston Group toolkit</a> or call 1-800-893-7587 Monday to Friday 7:30 am to 6:00 pm CST
<b>MDM Insurance Services</b>	Monday to Friday 8:00 am to 8:00 pm EST	Cheque or direct deposit	Every business day	One payment per claim	Electronic statements are posted on the eClaims portal	1-800-838-1531 Monday to Friday 8:00 am to 8:00 pm EST



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<b>Pacific Blue Cross (TELUS AdjudiCare)</b>	24/7	Cheque or direct deposit	Cheque: 1st and 16th of the month Direct deposit: Next business day	One payment for all claims within the same payment period	Mail statements enclosed with cheque; electronic statements are posted on the provider portal	Monday to Friday 8:00 am to 4:30 pm MT 1-866-366-0430
<b>People Corporation</b>	24/7	Cheque or direct deposit	Next business day	Direct deposit: next business day Cheque: within 5 business days	Statements are mailed within 5 business days	1-800-875-7982
<b>ProBenefits</b>	24/7	Cheque or direct deposit	Payment is typically sent within 3 and 10 business days	One payment for all claims within the same payment period	Mail statements enclosed with cheque; electronic statements are posted on the provider portal	1-800-375-3360
<b>RWAM</b>	Daily, from 6:00 am to 12:00 am ET	Cheque or direct deposit	Every business day	By EFT, the day following approval	Mail (cheque) / email (direct deposit); same day as payment	1-877-888-7926
<b>Seventh-Day Adventist Church (TELUS AdjudiCare)</b>	24/7	Cheque or direct deposit	Cheque: Next business day Direct deposit: Next business day	One payment for all claims within the same payment period	Mail statements enclosed with cheque; electronic statements are posted on the eClaims portal	1-800-263-7868 Monday to Thursday 8:30 am to 5:30 pm ET
<b>Simply Benefits</b>	Monday to Friday 8:00 am to 5:00 pm (PST)	Direct deposit	Every business day	Electronic transfer	Email	1-877-815-7751 Monday to Friday 8:00 am to 8:00 pm (PST)
<b>Teamster's National Benefit Plan (TELUS AdjudiCare)</b>	24/7	Cheque or direct deposit	Cheque: 1st and 16th of the month Direct deposit: Next business day	One payment for all claims within the same payment period	Mail statements enclosed with cheque; electronic statements are posted on the eClaims portal	1-888-478-8111 Monday to Friday 8:30 am to 4:30 pm PT



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<b>TELUS Adjudicare</b>	24/7	Cheque or direct deposit	Within 3 and 10 business days	One payment for all claims within the same payment period	Electronic statements are posted in the provider portal for select insurers and third-party payers (TPPs), under the "TPP name (TELUS AdjudiCare)". If the insurer/TPP is not found in this guide, they do not currently offer electronic statements	1-877-944-7100
<b>Union Benefits</b>	24/7	Cheque or direct deposit	Every 2 to 3 business days	Payment by cheque, every 2-3 business days	Payment statements are enclosed with the cheques	1-800-265-2568
<b>UV Insurance</b>	24/7	Cheque or direct deposit	Twice a month (on the 1st and the 16th)	One payment for all claims within a 2-week period	Electronic statements are posted on the eClaims portal; same day as payment	For questions about claim results and coverage: 1-800-567-0988.  For questions about payment and statements: 1-866-240-7492  Monday to Friday 8:00 am to 8:00 pm

1 Access to Express Scripts Canada provider remittance statements are available through their secure website: <http://www.esstatement.ca>  
 2 To update your email address, go to Email and Banking Information to submit the request. Your request will be processed within 2 business days.  
 \* All times are in Eastern Standard Time, unless specified otherwise.



**1-866-240-7492**

