



# Insurer payment guide



Participating Insurers	Adjudication hours*	Payment method	When is payment issued?	How are payments issued?	Statements	For payment enquiries*
ABC Insurance (TELUS AdjudiCare)	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	1-800-581-7722
AGA Financial Group Inc.	24/7	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	1-800-363-6217 Monday to Friday 8:30 am to 8:00 pm EST
Alan (TELUS AdjudiCare)	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	<a href="mailto:contact-ca@alan.com">contact-ca@alan.com</a>
Alberta Blue Cross - Members Outside of Alberta and Quebec.	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
Alberta Blue Cross (TELUS AdjudiCare) – Members In Quebec	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
belairdirect	24/7	Cheque or direct deposit	Twice a month (on the 5th and the 20th)	One payment for all claims within a 2 week period	Electronic statements / website1; same day as payment	Call 1-800-563-3274; Monday to Friday 8:00 am to 10:00 pm; Saturday 8:00 am to 5:00 pm



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<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 a 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	Electronic statements are posted on the eClaims portal	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 a 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
<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



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ClaimSecure	24/7, excluding maintenance periods	Cheque or direct deposit	Every 2 weeks	One payment for all claims within a 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
Coughlin & Associates Ltd.	24/7	Direct deposit	Every business day	Electronic transfer	No statement issued	1-866-239-3366
Cowan (Express Scripts Canada)	24/7	Cheque or direct deposit	Twice a month (on the 5th and the 20th)	One payment for all claims within a 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
Desjardins	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.
Eclipse Financial (TELUS AdjudiCare)	24/7	Cheque or direct deposit	Weekly for direct deposit Cheques will be mailed at the end of the following month	One payment for all claims within the same payment period	Mail statements enclosed with cheque; electronic statements are posted on the eClaims portal	1-800-461-0389 or 705-267-1234 Monday to Friday 9:00 am to 5:00 pm ET
Equitable	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
First Canadian (Johnston Group)	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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GMS Carriers 49 and 50 (Express Scripts Canada)	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
GroupHEALTH	24/7	Cheque or direct deposit	Within 24-48 hours	One payment for <b>each member's</b> 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
GroupSource	24/7	Cheque or direct deposit	Within 24-48 hours	One payment for each <b>member's</b> 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
Health Risk Services (TELUS AdjudiCare)	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	1-877-236-9430 Monday to Thursday 8:00 am to 5:00 pm ET Friday 8:00 am to 4:00 pm ET
HUB International (TELUS AdjudiCare)	24/7	Cheque or direct deposit	Next business day	One payment per Member ID	Mail statements enclosed with cheque; electronic statements are posted on the eClaims portal	1-866-408-4999 Monday to Friday, 8:30 am to 4:30 pm MT <a href="mailto:hcw.cwg.admin@hubinternational.com">hcw.cwg.admin@hubinternational.com</a>
Industrial Alliance	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 <b>member's</b> 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
Johnston Group	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



1-866-240-7492



TELUS Health



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LIUNA Local 183	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
LIUNA Local 506	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 a 2 week period	Payment statements are mailed along with cheques	1-416-506-8841
Major Group (TELUS AdjudiCare)	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
Manion	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
Manulife	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
Maximum Benefit (Johnston Group)	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
MDM Insurance Services	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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Pacific Blue Cross (TELUS AdjudiCare)	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
People Corporation	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
ProBenefits	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
RWAM	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
Seventh-Day Adventist Church (TELUS AdjudiCare)	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
Simply Benefits	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)





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<b>Teamster's National Benefit Plan</b> (TELUS AdjudiCare)	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
<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.

<sup>1</sup> Access to Express Scripts Canada provider remittance statements are available through their secure website: <http://www.esccstatement.ca>

<sup>2</sup> 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.

