

How do I **update** my service and mailing address?



This document applies to all providers who need to update their service and mailing address(es) after a change in location.

The images in this document apply to organizations; the images differ slightly for independent providers and head offices.

Step 1: Access the Change Management website.

Access the Change Management website by clicking the **Other Profile Updates** link under **My Profile** on the provider portal homepage.

My Profile

Manage your profile details by using the following links.

[Email and Banking Information](#) >

[Change Password](#) >

[Other Profile Updates](#) >

Welcome to the TELUS Health Provider Profile Change Management page.

You can update your individual or business information. The type of changes that can be done here include:

- Modifying independent providers and business names as well as their contact information
- Editing and removing associate providers
- Add, remove and edit address information
- Remove associations between businesses and head offices

Select your profile type

Independent provider

Business or clinic

Head office

Select the service you are registered to

eClaims

WSES

What do you want to do today?
Select one or more items

Manage business name and contact information

Manage business address information and hours

Modify or remove providers and their roles
Add providers to a clinic on the Provider portal home screen

Dissociate from a head office
Remove an association to a head office in the Provider portal home screen

Add or remove users

Deactivate my profile(s)

Effective date to apply these changes

10/01/2018

[Next step](#)

Step 2: Select your profile type, service, the type of change and the effective date.

Select:

- Your profile type (ind. provider, business/clinic or head office),
- The service to which you are registered,
- The changes you wish to make; to update your service address select Manage business address information and hours,
- The effective date for the changes

Click the **Next step** button.

Step 3: Identify yourself.

Identify yourself by entering your TELUS Provider ID or your WSIB Provider ID (if applicable) along with other identifying details. Your TELUS and WSIB Provider ID (if applicable) were included in your welcome package. You can also find your TELUS Provider ID in the top right hand corner of the Provider Portal and your WSIB Provider ID (if applicable) in the Provider Information section of the submit payment screen when submitting bills.

You must agree to the statements at bottom of the screen.

Click the **Next step** button.

The screenshot shows a form titled "Identification (Business or Clinic)". It asks the user to indicate which account they want to make changes to, with fields for "TELUS Provider ID" (1 to 5 digit number) and "WSIB Provider ID" (9 digit number). Below this are fields for "Business name", "Contact information" (including "First name", "Last name", and "Email address"), and a section for terms and conditions with three checkboxes: "I am eligible and confirm my answers are true and complete to the best of my knowledge", "By filling this form, I am giving TELUS Health authorization to make the following changes to my profile.", and "I am authorized by the business owner to make the change request." At the bottom are "Previous step" and "Next step" buttons.

The screenshot shows a selection screen titled "What do you want to do?". Under the "WSIB" heading, there are two options: "Add a mailing address" (unselected) and "Change a service or mailing address" (selected with a checkmark).

Step 4: Select the type of change you want to make.

To update your service address, select **Change a service or mailing address**.

Step 5: Complete previous and new address information.

After making the selection in step 4, the screen will display the fields shown on the right. You need to complete the previous address information as well as the new address information under **Location to be changed**.

You can also specify **Business hours** for the new address **Site accessibility features**.

For further information on updating address information and all profile change requests, see To **Learn more** below.

The screenshot shows a form titled "Change a service or mailing address" with the subtext "Only 1 active mailing address and 1 active service address are permitted". It is divided into "From" and "To" sections for address information, including fields for Suite, Street no, Street name, City, Province, Postal Code, Country, Fax number (optional), Phone, and Ext (optional). Below this are radio buttons for "Type of address" (Service selected, Mailing unselected). There is a section for "Additional service address information" with a "To" field. A "Business hours (optional)" section has a table with columns for "Open" and "Closed" times for each day of the week (Monday through Sunday). At the bottom, there is a "Site accessibility features (optional)" section with a "Choose features" link. "Previous step" and "Next step" buttons are at the bottom.

Step 6: Review your information.

Review your information. If you need to make any changes, click the **Edit** icon on the appropriate section. When you are satisfied with your information, click the **Confirm and send** button.

Review my information

Effective date 31/10/2018 [Edit](#)

Identification

TELUS Provider ID 12345 [Edit](#)
John Smith
John.Smith@clinic.com

Manage business address information and hours

Change a location address for WSIB [Edit](#)

Location to be changed

From MAILING 1234 Streetname ave Toronto, Ontario Canada M4C 3B5 613-123-4567 Ext 123	To SERVICE 5678 Streetname ave Toronto, Ontario Canada M4C 3B5 613-123-4567 Ext 123
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[Cancel](#) [Confirm and send](#)

Step 7: Record your confirmation details.

Your request is now complete and has been transmitted to the TELUS provider management group. Note or print your confirmation number for your records.

Thank you for using the TELUS Health Provider Profile Change Management page.

Your change request has been received and will take approximately 10 business days to be processed. You will receive a confirmation email once your request has been processed.

Your confirmation reference number is: **20180307 - 0000070832**

Please email provider.mgmt@telus.com with your reference number for a status update if it has been longer than 10 business days since you submitted your request. Please note that status updates will not be answered if it has not been longer than 10 business days.

[Print this page](#)

Learn more

To access the complete user guide for the Change Management website, browse to the application as described in Step 1. The link to the user guide is located in the top right-hand corner of the site.

TELUS Health

[Help](#) [FR](#)

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