

Participating insurers	Adjudication hours*	Payment method	When is payment issued?	How are payments issued?	Statements	For payment enquiries*
<b>Canadian Construction Workers Union (CCWU)</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</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	See <a href="#">Johnston Group toolkit</a> or call 1-800-665-3365 Monday to Friday 7:30 – 6PM CST
<b>CINUP</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	See <a href="#">Johnston Group toolkit</a> or call 1-800-665-1234 Monday to Friday 8:30 – 5PM 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, from 7am to 11pm
<b>Cowan (Express Scripts Canada)</b>	24/7	Cheque or direct deposit	Twice a month (on the 5 <sup>th</sup> and the 20 <sup>th</sup> )	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 8am to 10pm; Saturday 8am to 5pm
<b>Desjardins<sup>2</sup></b>	N/A	N/A	N/A	N/A	N/A	1-800-463-7843; Monday to Friday 8am to 5pm
<b>First Canadian</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	See <a href="#">Johnston Group toolkit</a> or call 1-866-212-5644 Monday to Friday 7:30 – 6PM CST
<b>GMS Carriers 49 and 50 (Express Scripts Canada)</b>	24/7	Cheque or direct deposit	Twice a month (on the 5 <sup>th</sup> and the 20 <sup>th</sup> )	One payment for all claims within 2 week period	Electronic statements / website <sup>1</sup> ; same day as payment	See <a href="#">GMS toolkit</a> or call 1-800-563-3274; Monday to Friday 8am to 10pm; Saturday 8am to 5pm
<b>Great-West Life</b>	Monday to Sunday 6:30am to 10pm	Cheque or direct deposit	Twice a month for cheques; weekly for direct deposit	Multiple bulk payments (See <a href="#">GWL toolkit</a> )	Mail (cheque) / email (direct deposit); same day as payment	See <a href="#">GWL toolkit</a> or call 1-800-957-9777; Monday to Friday 8am to 7pm
<b>GroupHEALTH</b>	24/7	Cheque or direct deposit	Within 24-48 hours	One payment for each member's claim	Email	See <a href="#">GroupHEALTH toolkit</a> or call 1-833-344-6944 Monday to Thursday 7:30am-9pm EST; Friday 7:30am to 7pm EST

# Insurer payment guide



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<b>GroupSource</b>	24/7	Cheque or direct deposit	Within 24-48 hours	One payment for each member's claim	Email	See <a href="#">GroupSource toolkit</a> or call 1-888-547-6947 Monday to Friday 7am to 5pm MST
<b>Industrial Alliance</b>	Monday to Friday from 6am to 12am; Saturday and Sunday from 6am to 10pm	Cheque	2-5 business days	One cheque per claim	Mail; 2 to 5 business days after transaction	1-877-422-6487; Monday to Friday 8am to 5pm
<b>Johnson (Express Scripts Canada)</b>	24/7	Cheque or direct deposit	Twice a month (on the 5 <sup>th</sup> and the 20 <sup>th</sup> )	One payment for all claims within 2 week period	Electronic statements / website <sup>1</sup> ; same day as payment	See <a href="#">Johnson toolkit</a> or call 1-800-563-3274; Monday to Friday 8am to 10pm; Saturday 8am to 5pm
<b>LiUNA Local 183</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	1-416-240-2103
<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>Manion</b>	24/7	Cheque or direct deposit	Within 24-48 hours	One payment for each member's claim	Email	See <a href="#">Manion toolkit</a> or call 1-866-532-8999 Monday to Thursday 7:30am to 9pm EST; Friday 7:30am to 7pm EST
<b>Manulife</b>	Monday to Friday 5:30am to 12:30am; Saturday 5:30am to 8pm; Sunday 8am - 10pm	Direct deposit	Every business day	One deposit per claim	Email <sup>2</sup> ; same day as transaction	See <a href="#">Manulife toolkit</a> or call 1-866-407-7878 Monday to Friday 8am to 8pm
<b>Maximum Benefit</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	See <a href="#">Johnston Group toolkit</a> or call 1-800-893-7587 Monday to Friday 7:30 – 6PM CST
<b>Sun Life</b>	Every day 6am to 12am	Direct deposit	Within 48 hours	Bulk payment for all claims submitted each day	Email <sup>3</sup> ; same day as payment	1-855-301-4786; Monday to Friday 8am to 8pm

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

<sup>2</sup> Payments are issued to the patient only. You must always collect from the patient.

<sup>3</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.

