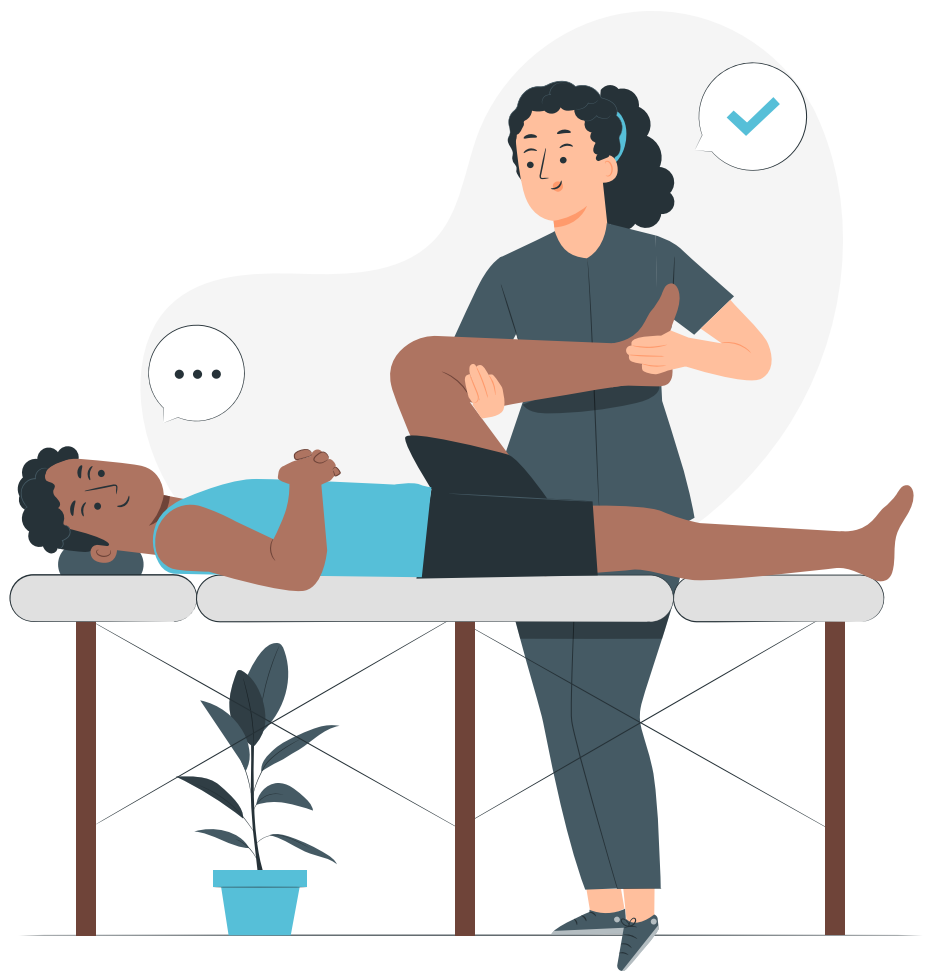




## eClaims

### Provider Toolkit



## Submitting Claims

### Supported Healthcare Professional Type

The following healthcare professionals can submit claims electronically through eClaims for reimbursement by Simply Benefits:

- ✓ Acupuncturists
- ✓ Chiropractors
- ✓ Chiropractors
- ✓ Dieticians
- ✓ Massage Therapists
- ✓ Naturopathic Doctors (Alberta, British Columbia, Manitoba, New Brunswick, Nova Scotia, Ontario, Saskatchewan)
- ✓ Occupational Therapists
- ✓ Physiotherapists
- ✓ Podiatrists
- ✓ Psychologists
- ✓ Social Workers
- ✓ Speech-Language Pathologists
- ✓ Vision Care Providers (Opticians and Optometrists)

### Entering Patient Information

You will need to enter the following information from the patient's member card:

- ✓ Member Name
- ✓ Policy Number
- ✓ Certification Number

MyCard			
	Carrier	Policy No.	Cert No.
Drugs	34	17705	512553
EHC	Simply Benefits	17705	17705
Dental	000043	17705	17705
Class A Division Div 1		assure	
Megan Walters		Simply Benefits	

## Getting Paid

### How It Works

Simply Benefits will pay you (the provider) directly **only when you support EFT Transactions** and have valid EFT info on file with the eClaims service, according to the information you provided when you registered with TELUS Health.

If your banking information (EFT) is not on file, or you otherwise do not support EFT transactions, claims can still be submitted via eClaims but **patients will be required to pay out-of-pocket**. Patients can expect to be reimbursed within 24 hours in the majority of cases.

If you want to set up direct deposit, you can do so using the Banking Application on the **TELUS Provider Portal**.

## Statements

### Accessing Statements

Statements will be emailed by Simply Benefits when EFT payments are sent if the provider has an **email** registered with TELUS.

## Getting Assistance

### Contact Simply Benefits

**Address:**

601-460 Doyle Avenue,  
Kelowna, BC V1Y 0C2

**Phone**

877-815-7751

**Email Address:**

support@simplybenefits.ca  
sales@simplybenefits.ca

### Assistance With Statements

If you would like to receive statements, or for help regarding statements, please contact TELUS Health Support and ensure contact details are registered correctly.

**Phone**

1-866-240-7492

- ✓ Monday to Friday: 8 a.m. to 8 p.m. (EST)
- ✓ Weekends: 9 a.m. to 8 p.m. (EST)
- ✓ Public Holidays: 12 noon to 8 p.m. (EST)
- ✓ Civic Holidays: 9 a.m. to 8 p.m. (EST)

