



**UV** INSURANCE

## **eClaims**

**Supported Healthcare Professional  
Toolkit**

## Section 1 Submitting Claims

### Supported Healthcare Professional type

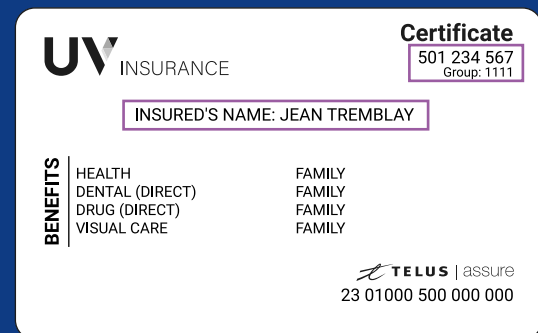
The following healthcare professionals can submit claims electronically through eClaims for reimbursement by UV Insurance:

- ▶ Acupuncturist
- ▶ Chiropractor
- ▶ Chiropodist
- ▶ Massage Therapist
- ▶ Naturopathic Doctor
- ▶ Optician
- ▶ Optometrist
- ▶ Physical Rehabilitation Therapist (Québec only)
- ▶ Physiotherapist
- ▶ Podiatrist
- ▶ Psychologist
- ▶ Dietitian
- ▶ Speech-Language Pathologist

### Entering patient information

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

- ▶ **Member's name**
- ▶ **Policy number** (Group #)
- ▶ **Member ID**  
(9-digit number starting with 5)



## Section 2 Getting Paid

### Payment Method

You are paid according to the information you provided when you registered with TELUS Health. If your banking information is on file, you will be paid by direct deposit, otherwise you will be paid by cheque. If you want to set up **direct deposit**, you can do so using the Banking Application on the **TELUS Provider Portal**.

### Payment Frequency

Payments are made by TELUS Health on behalf of UV Insurance, **twice per month on the 1<sup>st</sup> and the 16<sup>th</sup>**. The payer will appear as TELUS Assure.

## Section 3 Statements

### Accessing Statements

You can access your statements from UV Insurance by clicking the **Statements link** on the TELUS Provider portal homepage.

### Statement Frequency

Electronic statements are posted on the eClaims portal; **same day as payment**. The first statement, available on the 16<sup>th</sup> of the month, includes claim information for the first 15 days of the month. The second statement, which is available on the first day of the following month (for example, the January 31 statement is available on February 1<sup>st</sup>), includes claim information from the 16 to the last day of the month.

### Statement Contents

**Statements for clinic / organization administrators** are issued for a given period, regardless of the number of healthcare professionals. For example, if a clinic has two healthcare professionals who both submitted claims to UV Insurance in the last 15 days, both are included in the statement. The Details section of the statement identifies the healthcare professional type and the name of the patient, as well as the claim ID. For dental professionals, their name is also indicated. You will receive one direct deposit from TELUS Assure for each statement.

**Statements for individual healthcare professionals** are issued per location and date. For example, if you work in two different locations, and submitted claims for services rendered in these locations in the last 15 days, you will see two statements – one for each location. For these two statements, you will receive one direct deposit from TELUS Assure.

## Section 4 Getting Assistance

### UV Insurance is here for you!

Please do not hesitate to contact one of our agents who will be happy to assist you.

**1 800-567-0988, ext.: 2074**  
**group.claims@uvinsurance.ca**

- ▶ Monday to Thursday: 8:30 a.m. to 5 p.m.(EST)
- ▶ Friday: 8:30 a.m. to 4 p.m. (EST)

### Assistance with Statements

For help with statements payment, please contact the TELUS Health Support Center.

**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)