

Electronic Claims Submissions and Electronic Bundling for Extended Health Care Providers on behalf of Cowan Insurance Group

BACKGROUND

Effective July 27, 2014, Express Scripts Canada (ESC) will allow Extended Healthcare (EHC) providers the ability to submit claims electronically on behalf of Cowan Insurance Group plan members through TELUS Health. The 'Cowan' selection will be available on the TELUS Health Provider Portal on July 27, 2014.

For these claims, Express Scripts Canada offers electronic bundling **free of charge** to EHC providers.

QUESTIONS AND ANSWERS

Q1. Why am I receiving this communication?

A1. *Effective July 27, 2014, ESC is pleased to allow EHC providers the ability to submit claims electronically on behalf of Cowan Insurance Group plan members through TELUS Health. The 'Cowan' selection will be available on the TELUS Health Provider Portal on July 27, 2014.*

Q2. Which specialized healthcare provider roles are supported?

A2. *At this time, only the following EHC providers can submit expenses electronically:*

- *Vision Care providers*
- *Physiotherapists*
- *Chiropractors*
- *Massage Therapists (Alberta, British Columbia, Manitoba, New Brunswick, Newfoundland and Labrador, Nova Scotia, Ontario, Saskatchewan)*
- *Acupuncturists (Alberta, British Columbia, Ontario, Québec, Newfoundland and Labrador)*
- *Naturopathic Doctors (Alberta, British Columbia, Manitoba, Nova Scotia, Ontario, Saskatchewan)*
- *Podiatrists (Québec)*
- *Psychologists (Québec)*

The member/patient must manually submit all other extended healthcare claims to Cowan Insurance Group.

Q3. What is electronic bundling?

A3. *ESC provides EHC providers with electronic solutions for both method of payment and access to statements **free of charge**. EHC providers will be paid bi-weekly via direct deposit and have access to bi-weekly statements via a secure website.*

If there is a deviation from the electronic bundle, a shipping and handling fee of \$15 will be applied to your account during each payment cycle.

Q4. How do I avoid the shipping and handling fee?

A4. *In order to avoid this fee, please:*

1. *Enroll for direct deposit payments with TELUS Health (additional details can be found below in A6); and*
2. *Access your ESC EHC Provider Remittance Statements electronically via the secure website, www.escstatement.ca. Your username and temporary password to access the website will be sent to you separately after July 27, 2014.*

Q5. If I need assistance setting up my direct deposit information or electronic statements, who should I contact?

A5. **Direct Deposit Payments:** Please contact the TELUS Health Support Team at 1-866-240-7492, Monday to Sunday from 8 a.m. 8 p.m. (ET), including statutory holidays.

Electronic Statements: Please contact the ESC Provider Call Centre at 1-800-563-3274, Monday to Friday from 6:30 a.m. to Midnight (ET). The Provider Call Centre is also open Saturdays, Sundays and Statutory Holidays from 8 a.m. to Midnight (ET).

Q6. What is the frequency of payment?

A6. Twice a month (the 5th and the 20th of each month).

Q7. If I'm receiving payments via direct deposit, how is my statement issued?

A7. Statements will be issued electronically **free of charge** via access to the secure website, www.escstatement.ca. If providers wish to receive statements via mail, a shipping and handling fee of \$15 will be applied to your account during each payment cycle.

Q8. I forgot my username and/or password to access my electronic statements. What should I do?

A8. Once on www.escstatement.ca, click either 'forgot username' or 'forgot password' and enter the same e-mail address that was previously used to set up the account. Your username and/or password will be sent to that e-mail address.

Tip: Your username is your **provider number-office ID** (ex: 123456789-1234).

Q9. Can I use the same e-mail address for various usernames (accounts)?

A9. No. You must use a different e-mail address for each username (account). This e-mail address only serves as a point of contact when:

- Requesting to reset your password; and
- ESC is sending notifications when statements are available to be viewed.

Q10. How do I view my ESC EHC Remittance Advice (statements)?

A10. Once logged in, under the Search for Statements (left-hand side of the webpage), use the drop-down menu in the 'Statement' field and select 'ESC' and specify the date range required by clicking on the calendar icon in both fields.

Q11. Are online claim reversals supported at this time?

A11. The ability to reverse a claim has been implemented. From the TELUS Health Provider Portal, reversal is possible on same day of the original claim.

However, it is not possible to reverse a PENDING claim. Reversals will be rejected if there is a pending claim, and you will be notified to contact the ESC Provider call center to have your claim reversed.

Q12. Can I speak with ESC regarding member/patient coverage?

A12. Confidential member/patient information, coverage details and payments, will not be disclosed to the EHC provider. For questions regarding coverage, the member/patient must contact the Cowan Call Centre at 1-888-509-7797.

Q13. Why was my claim rejected with an error message asking that I call Cowan?

A13. Please contact the Cowan Call Centre 1-888-509-7797 for additional detail.