



# Using TELUS eClaims to Submit Equitable Life Claims

TELUS eClaims streamlines benefits claims for your patients, and makes it easier for you to get paid. Get started with TELUS eClaims today.

## Eligible practitioners

Practitioners must have membership in good standing with the provincial regulatory body or be registered with a professional association that is accepted by Equitable Life®.

- Acupuncturists
- Chiropractors
- Chiropractists (Ontario)
- Dieticians
- Massage therapists
- Naturopaths
- Occupational therapists
- Opticians, optometrists and optical suppliers
- Osteopaths
- Physiotherapists
- Podiatrists
- Psychologists
- Speech therapists
- Social workers

## Using TELUS eClaims

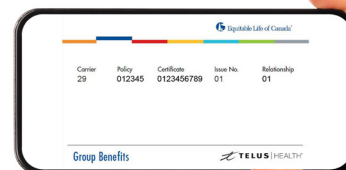
### How to register

Visit [www.telushealth.co/eclaims](http://www.telushealth.co/eclaims) to register for TELUS eClaims.

### Submitting a claim

To submit a claim at the online portal, enter the information below as displayed on your patient's digital benefits card:

- The policy number is numeric and contains 5-6 digits.
- The certificate number contains 1-10 digits, and can be entered in the Member ID field.



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## Viewing eClaim submissions

You can easily view eClaim submissions in the online portal under Past Transactions for the current or previous month.

## Frequently Asked Questions

### When will I receive my payment?

We send the payment information to providers' banks each business day. Payments can take up to 48 hours to be deposited into your bank account, but exact processing times may vary depending on your bank.

### If I submit multiple claims, will I receive one payment for all of them?

Each claim that results in a payment to you will be paid separately.

### What happens if the electronic payment fails?

If the electronic payment fails, Equitable will contact you to update your banking information. After correcting the information Equitable will resend the payment.

## Reconciliation Statements

Electronic statements are posted on the eClaims portal the same day as the payment. Statements are available for payments made Monday to Friday.

## Questions

For assistance with using TELUS eClaims for Equitable Life Group Benefits plans, please contact us at 1.800.265.4556 to speak to a Customer Service Representative, Monday to Friday 8:15 a.m. to 7 p.m. ET. Service is available in English and French.