

Insurer payment guide



Participating insurers	Adjudication hours*	Payment method	When is payment issued?	How are payments issued?	Statements	For payment enquiries*
BPA	24/7	Cheque	Every 2 weeks	One payment for all claims within 2 week period	Statements are mailed on the 1 st and the 15 th of each month	1-800-867-5615
Canada Life	Monday to Friday 6:00 am to 12:00 am EST; Saturdays and Sundays 6:30 am to 10:00 pm EST	Cheque or direct deposit	Twice a month for cheques; weekly for direct deposit	Multiple bulk payments	Mail (cheque) / email (direct deposit); same day as payment	1-800-957-9777; Monday to Friday 8:00 am to 7:00 pm
Canadian Construction Workers Union (C.C.W.U.)	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
Chambers of Commerce (Johnston Group)	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 Johnston Group toolkit or call 1-800-665-3365 Monday to Friday 7:30 am to 6:00 pm CST
CINUP (Johnston Group)	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 Johnston Group toolkit or call 1-800-665-1234 Monday to Friday 8:30 am to 5:00 pm CST
ClaimSecure	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 7:00 am to 11:00 pm
Cowan (Express Scripts Canada)	24/7	Cheque or direct deposit	Twice a month (on the 5 th and the 20 th)	One payment for all claims within 2 week period	Electronic statements / website ¹ ; same day as payment	1-800-563-3274; Monday to Friday 8:00 am to 10:00 pm; Saturday 8:00 am to 5:00 pm
D.A. Townley	24/7	Cheque	Twice per month (on the 1 st and 15 th)	One payment for all claims within a 2-week period	Payment statements are mailed along with cheques	1-800-663-1356
Desjardins²	N/A	N/A	N/A	N/A	N/A	1-800-463-7843; Monday to Friday 8:00 am to 5:00 pm
First Canadian (Johnston Group)	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 Johnston Group toolkit or call 1-866-212-5644 Monday to Friday 7:30 am to 6:00 pm CST
GMS Carriers 49 and 50 (Express Scripts Canada)	24/7	Cheque or direct deposit	Twice a month (on the 5 th and the 20 th)	One payment for all claims within 2 week period	Electronic statements / website ¹ ; same day as payment	See GMS toolkit or call 1-800-563-3274; Monday to Saturday 24h, Sunday between 12:00 am and 7:00 am
GroupHEALTH	24/7	Cheque or direct deposit	Within 24-48 hours	One payment for each member's claim	Email	See GroupHEALTH toolkit or call 1-833-344-6944 Monday to Thursday 7:30 am to 9:00 pm EST; Friday 7:30 am to 7:00 pm EST

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GroupSource	24/7	Cheque or direct deposit	Within 24-48 hours	One payment for each member's claim	Email	See GroupSource toolkit or call 1-888-547-6947 Monday to Friday 7:00 am to 5:00 pm MST
Industrial Alliance	Monday to Friday from 6:00 am to 12:00 am; Saturday and Sunday from 6:00 am to 10:00 pm	Cheque	2-5 business days	One cheque per claim	Mail; 2 to 5 business days after transaction	1-877-422-6487; Monday to Friday 8:00 am to 5:00 pm
Johnson (Express Scripts Canada)	24/7	Cheque or direct deposit	Twice a month (on the 5 th and the 20 th)	One payment for all claims within 2 week period	Electronic statements / website ¹ ; same day as payment	See Johnson toolkit or call 1-800-563-3274; Monday to Friday 8:00 am to 10:00 pm; Saturday 8:00 am to 5:00 pm
Johnston Group	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 Johnston Group toolkit or call 1-866-212-5644 Monday to Friday 7:30 am to 6:00 pm CST
LiUNA Local 183	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
LiUNA Local 506	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
Manion	24/7	Cheque or direct deposit	Within 24-48 hours	One payment for each member's claim	Email	See Manion toolkit or call 1-866-532-8999 Monday to Thursday 7:30 am to 9:00 pm EST; Friday 7:30 am to 7:00 pm EST
Manulife	Monday to Friday 5:30 am to 12:30 am; Saturday 5:30 am to 8:00 pm; Sunday 8:00 am to 10:00 pm	Direct deposit	Every business day	One deposit per claim	Email ² ; same day as transaction	See Manulife toolkit or call 1-866-407-7878 Monday to Friday 8:00 am to 8:00 pm
Maximum Benefit (Johnston Group)	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 Johnston Group toolkit or call 1-800-893-7587 Monday to Friday 7:30 am to 6:00 pm CST
Sun Life	Every day 6:00 am to 12:00 am	Direct deposit	Within 48 hours	Bulk payment for all claims submitted each day	Email ³ ; same day as payment	1-855-301-4786; Monday to Friday 8:00 am to 8:00 pm

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

² Payments are issued to the patient only. You must always collect from the patient.

³ 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.

