

# Submit your Manulife eClaims with TELUS Health

Providing great service to your patients is important. Getting paid for these services should be too! With TELUS Health eClaims, getting paid is easy. Submit your eClaims and get paid today.

## Who can submit eClaims?

- Physiotherapists
- Chiropractors
- Opticians and optometrists
- Massage therapists, naturopathic doctors and acupuncturists who are provincially regulated, or are members of a professional association equivalent to the role of a provincial regulator.

## Get your payments faster, with direct deposit

You can get your payments from Manulife directly on your bank account.

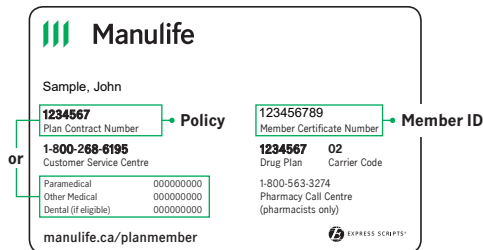
Simply sign up for direct deposit by providing your banking information to TELUS Health.

## Haven't set up direct deposit yet?

You can still submit eClaims to Manulife. When you submit the claim, you will receive a message letting you know that payment will be sent to the plan member. You will need to collect the payment from your patient.

## Ready to submit an eClaim?

You'll need the plan member's benefit card. Enter the **Plan Contract Number** in the **Policy field**, and the **Member Certificate Number** in the **Member ID field**.



- The Plan Contract Number is numeric (no Alphanumeric symbols), usually 5 digits, may be 4 or 6 in some cases
- If you see multiple plan contract numbers, choose the appropriate number based on the type of claim (massage, paramedical, etc.)
- The certificate number is 1-9 digits



Please note, that eClaims are **not available** for Individual Insurance plan members.



## Acknowledgements or Explanation of Benefits

eClaim submissions can only be viewed in “**Past Transactions**” for the current, or previous month. Make sure to save a copy of the Acknowledgements or Explanation of Benefits (EOB).

## Email statements

Manulife will also provide a daily email statement of claims paid to you. Emails will be sent on days when claims have been submitted and a payment issued.

The statement will include the following information regarding the claim paid:

- date submitted
- Manulife Claim ID
- servicing provider
- patient first and last name initials
- total amount submitted
- amount paid.

### Statements are emailed to you as follows:

#### For claims

submitted on:	Email will be sent:
Sunday and Monday	Monday night
Tuesday	Tuesday night
Wednesday	Wednesday night
Thursday	Thursday night
Friday and Saturday	Saturday night

Always keep the EOB and email statements for your records.

## Understanding your statement

### How many statements will I get?

If you have more than one location, you can provide an email address for each of your locations. You can use the same bank account for all claim payments.

If you have two bank accounts associated with one email address, you'll also receive two statements – one for each bank account.

### Why are only patient initials included in my statement?

To protect your patients’ privacy, we do not include full names on the statements.

### Why haven’t I received my payment?

Payments can take up to 48 hours to be deposited into your bank account. You may receive your email statement before the funds are deposited.

### What type of claims are on my statement?

Only claims that result in a payment to you are included on the statement.

Claims not included in your statement

- Claims that resulted in no payment
- Claims that were voided the same day they were submitted
- Claims where payment was made to the member

### I’ve submitted multiple claims. Will I receive a single payment for them all?

Each claim that resulted in a payment will be paid and displayed separately on the statement.

This simplifies your record keeping as you will be able to see each separate claim submission and bank deposit.



## Questions?

For service in English, contact a Customer Service Representative, Monday to Friday, 8 a.m. to 8 p.m. ET.

For service in French, a Customer Service Representative is available, Monday to Friday, 8 a.m. to 5 p.m. ET.

**1-866-407-7878**