

MDM Insurance Services Inc. Toolkit for eClaims submission on the TELUS Health Portal

MDM Insurance Services Inc. (“MDM”) is pleased to announce the partnership with TELUS Health Network. Select health providers can now submit electronic claims on behalf of our members using the TELUS eClaims Portal.

What is needed to submit eClaims?

To submit eClaims you will require the member to present their benefit card. They may present either a physical card, or an electronic version on their mobile device.

Below are the steps for eClaims submission:

- Select “MDM Insurance Services Inc.” as the claim adjudicator.
- Enter the group policy number in the Policy/Group field.
- Enter the Subscriber/Client ID # in the Member ID / Certificate field.



MDM GUARD CARD
(800) 838-1531

Employee: **Member Name** Member ID

Subscriber/Client ID #: **01234567890** Member ID

Group Policy #: **1000-001** Policy

Coverages: Life, AD&D, Dependent Life, Long Term Disability, Health, Rx Drugs, Health Spending Account

For coverage details, please refer to your Employee Benefit Booklet or visit www.mdm-insurance.com

Use of this card authorizes the following to exchange information concerning underwriting, administration, paying claims and patient safety: MDM Insurance Services Inc.; any person or organization who has relevant personal information about me or my spouse or dependents including health care practitioners; institutions and insurers; and any person performing services for MDM Insurance Services Inc.

 P.O. Box 970
Guelph, ON N1H 6N1
(519) 837-1531/(800) 838-1531
www.mdm-insurance.com

If the member is using the benefit card on their mobile device, here is where you will find the Policy and Member ID information.



Benefit Card

MDM GUARD CARD
(800)838-1531

Employee: **Member Name**

Subscriber/Client ID #: **01234567890** Member ID

Group Policy #: **1000-001** Policy

Covered Benefits: Life, AD&D, Dependent Life, Long Term Disability, Health, Rx Drugs, Health Spending Account

For coverage details, please refer to your Employee Benefit Booklet or visit www.mdm-insurance.com

Not sure what's covered? Submit an estimate instead

You can submit a predetermination and we will provide a response confirming eligibility under the plan.

When will you be paid?

MDM issues both cheque and EFT payments each business day. EFT payments are processed within 1-2 business days depending on the financial institution.

Payment notifications when signed up for direct deposit

If you are signed up for direct deposit, you will receive an email notification for each claim processed. The payment amount will match the eligible benefit specified at the time of claim submission.

Not signed up for direct deposit? No problem

Attached to the cheque will be an Explanation of Benefits (EOB) which will include the following information regarding the service paid:

- Patient Name
- Date of Service
- Amount Submitted
- Amount Eligible
- Deductible
- Amount Excluded
- Benefit Paid
- Response Message

Explanation of Benefits (EOB)

eClaims submissions can be viewed for up to 12 months on the Telus eClaims portal. Please save or print a copy of the EOB and keep it for at least one year.

Have Questions?

For questions about claim payment, please contact us by:

- Phone (toll-free): **1-800-838-1531** or
- Email: inquiry@mdm-insurance.com

Our regular office hours are Monday to Friday, 8:00 am to 8:00 pm ET.