# TELUS Health Virtual Care post launch eligibility updates.

Prior to platform creation, you will work with your TELUS Health Virtual Care implementation team to select a registration method for your members. Once this selection is complete and the platform launches, members in your organization will register according to the method below. This guide will help you understand your registration method, and to guide you in case your organization's registration method requires additional administrator action.

## Group number and unique identifier.

If your plan members register with a group and personal identifier, your eligibility file must meet the following criteria:

| Column name | Required | Description | Example |
|---|---|---|---|
| org_id | required | This is the identifier for your organization in TELUS' system. This ID will be provided to you at launch. | telus |
| verification_code | required | The member's unique identifier. This is what the member will be entering as the "personal coverage identifier" when registering for an account. **This value must never change.** | 09128031 |
| verification_code_type | required | Must be one of: certificate_number or employee_id or other_unique_identifier | employee_id |
| secondary_verification_code | required | Your group's unique identifier. This is what the member will be entering as the group number when registering. **This value must never change.** | 1234 |
| secondary_verification_code_type | required | group_number | group_number |
| full_name | optional | The member's full name | John Smith |
| province | optional | The member's province. **Use acronyms in all caps.** | ON |
| language | optional | The member's language. **Use acronyms in all caps.** | EN |
| start_date / end_date | not required | Those columns are for internal purposes only, please leave them blank. | |
| division | not required | This is discussed during the implementation stage. If you have not been given a division please leave it blank. | |
| divison_group | not required | This is discussed during the implementation stage. If you have not been given a division group please leave it blank. | |

## File requirements:

- Must be in Excel format and password protected
- Must contain all required fields
  - Column names must be exactly as written above
  - All columns must be trimmed (ensure they do not contain any spaces)
- Must be a full file containing all currently eligible members
- Must not include duplicate values for identifiers
- Must not contain formulas or hidden values
- Must not contain any additional information or columns (such as date of birth, SIN, home address or any personal information)
- Must not contain any typos. Typos may result in the inability for members to register (ensure all information is validated)

## Reminders about eligibility files:

The eligibility file must be submitted as a full file containing all current eligible members: it will add, update and terminate members in one step. Any active member who is not present on the eligibility file will be terminated.

If the unique identifier fields contain leading zeros, ensure that the leading zeros are not removed on any subsequent files.

If a unique identifier changes for any individual member, this will result in terminating the member and creating a new eligibility, and may result in inability to access our platform - **a member's unique identifier cannot change.**

The eligibility file can be used to modify members fields such as name, email, province, language, division, division_group. As long as the unique identifiers remain consistent, changes to these fields will only result in an **update** to the existing records.

A full list will be issued to the eligibility department post launch on a monthly basis. Individuals being issued to the eligibility team on an ad hoc basis will be on an exceptional basis.

**TELUS** Health