



Frequently Asked Questions (FAQ)

General Information

Who is TELUS Health?

TELUS Health has been switching and processing dental and drug benefit claims for over 25 years on behalf of some of the largest insurance companies in Canada. We are also a leader in tele-homecare, electronic medical and health records, consumer health, benefits management and pharmacy management. Our solutions give health authorities, providers, patients and consumers the power to turn information into better health outcomes.

What is the Direct Deposit Service?

Electronic funds transfer is quickly becoming the preferred method of payment in the healthcare industry to eliminate paper reimbursement. TELUS Health offers the collection of banking details to allow direct payments to providers via electronic funds transfer (EFT).

This service will prevent each insurer from having to work directly with providers to capture the providers' banking information. It will benefit providers by giving them a single place to add or update their banking information and email address instead of having to give the information separately to each insurer. Where applicable, clinic information and practitioners' relationship to the clinic will also be captured. Insurers will be able to eliminate most situations where today, a paper cheque is issued to a dental provider who submits an electronic claim.

When you register for this service, you will sign an agreement that allows TELUS to share your information with insurers for the purpose of paying claims. It also protects your information from being used for other purposes.

Each insurer will have its own schedule as to when they are ready to pay electronically and we will keep you informed of that schedule.

Who is eligible to register?

- EDI Dental Practitioners: Your email and banking information will be shared with participating insurers who use our dental switching services.
- Paper Claim Practitioners (i.e. paper dental claims, hospital fees, lab fees, ambulance fees etc.): Your email and banking information will be shared with Canada Life for direct deposit.

Can I register with TELUS Health's Direct Deposit Service if I am not a TELUS mobility user?

TELUS Health and TELUS Mobility are two separate entities. Providers who would like to register for eClaims do not have to be TELUS mobility customers, nor do the plan members.

Why is TELUS Health contacting me and not the insurance companies?

TELUS Health is providing this service to its insurers so that the information can be collected once and subsequently shared with participating insurers.

Is there a charge for using this service?

The service is available at no cost to eligible providers. It is completely free to register and maintain your information.

What will be done with my information?

Your banking and email information will be shared with insurers solely for the purpose of adjudicating and paying dental or healthcare claims.

Registration

How do I register?

1. Go to www.telushealth.com/directdeposit.
2. Please review the Registration Guidelines to determine how you should register so that insurers understand how you want to get paid.
3. Follow the steps to provide the required information and accept the Terms and Conditions of the service.
4. Submit the request to register.
5. Within seven business days, you will receive an email and a Welcome Package with a user ID and password.
6. Go to <https://providerservices.telushealth.com> and log in using your user ID and password.
7. Enter your banking information and email information.
8. Submit your registration request.

Following registration for the service, how long will it take to receive my login information?

Following your initial registration request, processing may take up to seven business days. Once your application has been processed, you will receive an email confirming your registration and a welcome package including your user login(s) in order to access the secure Provider Portal and provide your banking information.

Can I register or terminate the services at any given time?

If you are eligible for the service, you can register and terminate your utilization of this service at any time, without fee or penalty. You can also reactivate your registration after terminating it.

I acquired ownership of a clinic that is already registered with the TELUS Health direct deposit service. Do I need to register?

Yes, each clinic owner must register individually. You must enter your unique contact information and accept the TELUS Health Terms and Conditions. After your registration has been processed, you will receive an email confirming your registration and the login credentials you can use to access the Provider Portal and provide your banking information. The accounts associated with the previous owner will be deactivated.

Payment

Payment for claims is made directly by the insurance company to the provider or organization. TELUS Health does not manage payments to a provider on behalf of participating insurance companies as part of this service, unless the insurer also uses TELUS Health's adjudication services for dental EDI claims.