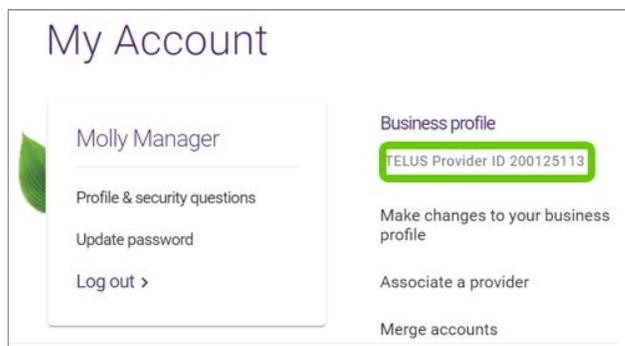


How do I **create and associate - providers?**



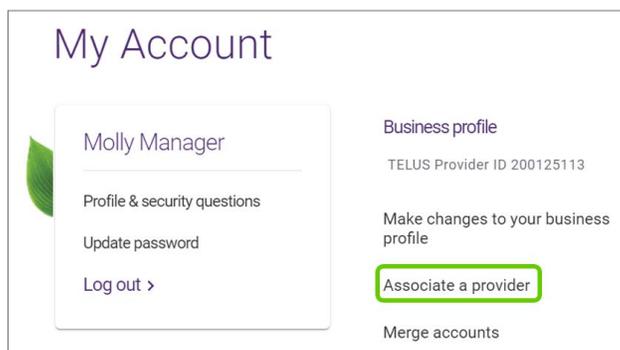
Use this document if your organization is one of the following types: Community and Social Services Centre, Dental Clinic, Hearing Health Clinic, Medical Centre (including Rehab Centres), Mental Health Program Clinic, Optometry Clinic or Pain Centre. You now have the option to submit bills for your providers and have the payment sent directly to them if you wish. Eventually, it will become mandatory for your organization to specify the provider name when submitting your bills. To prepare for this, we encourage you to follow the steps below to create and associate the providers who work at your organization.



Step 1: Gather your information.

Ensure you have your provider's first and last name and TELUS Provider ID. The TELUS Provider ID was included in the welcome email. It is also displayed under the **My Account** () menu of the portal.

If your provider is not already registered, you will also need their license information (Canadian, licensed providers only). You can also associate international and unlicensed providers and you will not need to enter license information for these providers.



Step 2: Access the associate a provider link.

Log into the provider portal and select the **My Account** icon () and then select the **Associate a provider** link located under the **My Account** menu.

Step 3: Associate a registered provider.

If your provider is already registered, enter their first and last name, their TELUS Provider ID, the start date of the association and select **Submit**. Go to step 5.

If your provider is not yet registered, select **New provider**. Go to step 4.

The screenshot shows a form titled "Associate a registered provider". It asks the user to enter information for a provider they want to associate. The form includes fields for: First name (mandatory), Last name (mandatory), TELUS Provider ID (mandatory), and Start date (YYYY/Mon/DD, mandatory). A note states: "It may take a few days to process a request. Track the current status of your request in Request Status." There is a green "Submit" button at the bottom right. Below this form is a grey box with the heading "Associate a new provider" and a "New provider" button.

Step 4: Fill in the new provider's details.

If you are registering a new provider, you will need to enter their first and last name, language(s) (if desired) and start date. If their role requires a license and they are located in Canada, you will also need to enter their license information. If you cannot find their role, select **Misc. Practitioner** and enter their role in the **Role Description** field (not shown). Once you have entered all of the required information, select **Submit**. Required fields are indicated with a red asterisk.

The screenshot shows the "New provider" form. It asks the user to tell about the provider that works in their clinic. The form is divided into sections: "Provider information" with fields for First name, Middle name, Last name, Service language, and Start date; "Role & license information" with fields for Role, Country, Province/State, License number, License issuer, and License date; and "Associate provider" with a "Back" button and a "Submit" button. A note at the bottom says: "Review the information to ensure accuracy. After submitting you will be able to track the status of your request on the Associate a Provider screen."

Step 5: Record your confirmation details.

The screenshot shows a confirmation page titled "New provider requested". It states: "Your association request has been received and will take approximately 10 business days to be processed." It provides a confirmation reference number: "Your confirmation reference number is:3017026". It also includes instructions: "Please email provider.mgmt@telus.com with your reference number for a status update if it has been longer than 10 business days since you submitted your request. Please note that status updates will not be answered if it has not been longer than 10 business days." There are two buttons: "Print this page" and "Back to Associate a provider".

Your request is now complete and has been transmitted to the TELUS Provider Management Group. Note or print your confirmation number for your records. Select **Back to Associate a provider** if you have additional providers to associate.

Learn more

To access the complete Associate a Provider user guide, browse to the application as described in step 1. The link to the user guide is located beneath the header of the application.

The screenshot shows the header of the TELUS Health application. It features the TELUS Health logo at the top. Below the logo is a green navigation bar with links for "Home", "WSIB", and "eClaims". Underneath the navigation bar, it says "Home > Associate a provider". The main heading is "Associate a provider". Below this, there is a note: "Associate providers to your clinic to easily attribute services performed to them." and a link: "Associate a provider user guide".