

How do I **disassociate** from my head office?

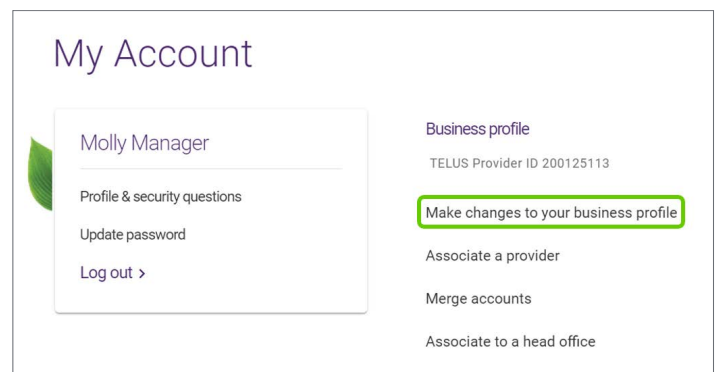


This document applies to you if you are an organization no longer working with a head office to whom you had previously associated.

It is important to disassociate when you terminate a relationship with your head office as this will ensure billing accuracy. You can request disassociations using the Change Management website following the steps below. Once the disassociation is requested by you and processed by the TELUS provider management group (PMG), it will no longer be possible for the head office to submit bills for you for services performed after the disassociation date.

Step 1: Access the Change Management website.

Login to the provider portal and select the My Account (🔑) menu and then select the **Make changes to your business profile** link.



Welcome to the TELUS Health Provider Profile Change Management page.

You can update your individual or business information. The type of changes that can be done here include:

- Modifying independent providers and business names as well as their contact information
- Editing and removing associate providers
- Add, remove and edit address information
- Remove associations between businesses and head offices

Select your profile type

Independent provider

Business or clinic

Head office

Select the service you are registered to

eClaims

WSIB

What do you want to do today?
Select one or more items

Manage business name and contact information

Manage business address information and hours

Modify or remove providers and their roles
Add providers to a clinic on the Provider portal home screen

Disassociate from a head office
Remove an association to a head office in the Provider portal home screen

Add or remove users

Deactivate my profile(s)

Effective date to apply these changes
10/01/2018

Next step

Step 2: Select your profile type, service, the type of change and the effective date.

Select the:

- Profile type: (Head Office),
- Applicable service (eClaims or WSIB)
- Changes you wish to make: **Disassociate from a business**
- Effective date of the change.

Click the **Next step** button.

Step 3: Identify yourself.

Identify yourself by entering your TELUS Provider ID or your WSIB Provider ID (if applicable) along with other identifying details. Your TELUS and WSIB Provider ID (if applicable) were included in your welcome package. You can also find your TELUS Provider ID in the top right hand corner of the Provider Portal and your WSIB Provider ID (if applicable) in the Provider Information section of the submit payment screen when submitting bills.

You must agree to the statements at bottom of the screen.

Click the **Next step** button.

Identification (Business or Clinic)

Please indicate which account you would like to make changes to.

TELUS Provider ID
1 to 9 digit number

WSIB Provider ID
9 digit number

Business name

Contact information
if there is a problem with your change request we may need to contact you

First name

Last name

Email address

I am eligible and confirm my answers are true and complete to the best of my knowledge.

By filling this form, I am giving TELUS Health authorization to make the following changes to my profile.

I am authorized by the business owner to make the change request.

Previous step

Next step

Disassociate from a head office

Remove association

Head office name

Previous step

Next step

Step 4: Enter the name of the head office to associate to associate.

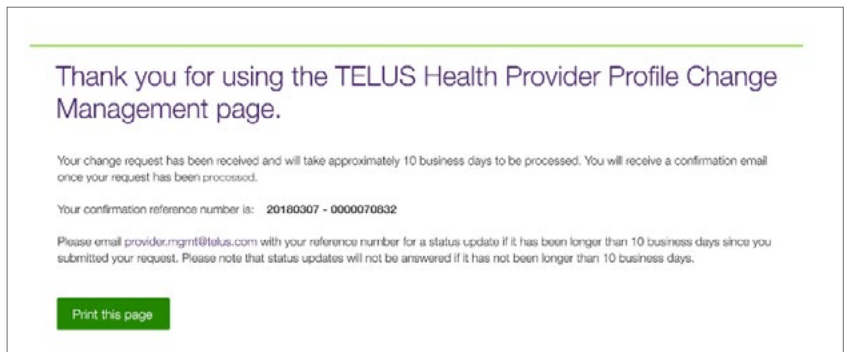
Enter the name of the head office to disassociate and click the **Next step** button.

Step 5: Review your information.

Review your information. If you need to make any changes, click the [Edit](#) icon on the appropriate section. When you are satisfied with your information, click the **Confirm and send** button.

Step 6: Record your confirmation details.

Your request is now complete and has been transmitted to the TELUS provider management group. Note or print your confirmation number for your records.



Learn more

To access the complete user guide for the Change Management website, browse to the application as described in Step 1. The link to the user guide is located in the top right-hand corner of the site.

