

How do I **disassociate** from my organization?




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

It is important to disassociate when you terminate relationships with organizations 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), you will no longer be able to submit bills for the organization for services performed after the disassociation date.

If you are an independent provider and wish to disassociate from your clinic, call TELUS PMG at 1-866-240-7492 or send your request by email to: provider.mgmt@telus.com.

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.

The screenshot shows the 'My Account' menu. On the left, there is a vertical list of options: 'Molly Manager', 'Profile & security questions', 'Update password', and 'Log out >'. On the right, there is a 'Business profile' section with the text 'TELUS Provider ID 200125113'. Below this, the link 'Make changes to your business profile' is highlighted with a green border. Other links in the right section include 'Associate a provider', 'Merge accounts', and 'Associate to a head office'.

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 associated 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

Add or remove users

Deactivate my profile(s)

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

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: 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 8 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 business

Remove association

Business name

Suite

Street no

Street name

City

Province

Postal Code

Country

Select province

Canada

Previous step

Next step

Step 4: Enter the name and address of the organization to disassociate.

Enter the name and address of the organization to disassociate and click the **Next step** button.

✓
Review my information

Effective date
10/03/2020 ✎ Edit

Identification

TELUS Provider ID
123456789 ✎ Edit

Molly Manager
molly.manager@abcclinic.com

Disassociate from a head office

Remove association ✎ Edit

ABC Medical Centre
800 Bloor Street West
Toronto, Ontario
Canada M6S 4W2

Cancel
Confirm and send

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.

Thank you for using the TELUS Health Provider Profile Change Management page.

Your change request has been received and will take approximately 10 business days to be processed. You will receive a confirmation email once your request has been processed.


Your confirmation reference number is: **20180307 - 0000070632**

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.


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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.



? Help
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