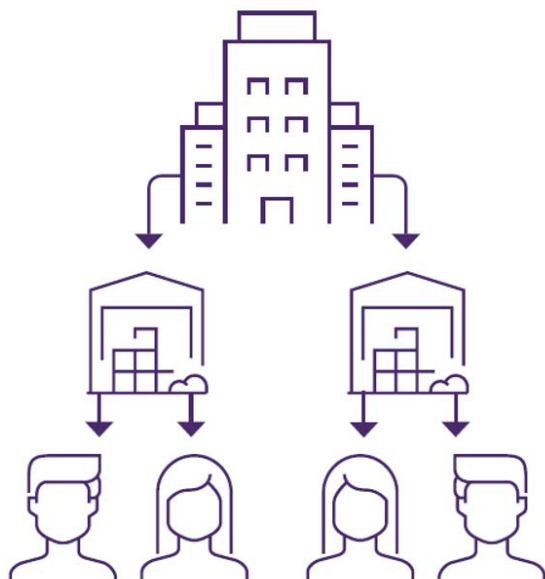


What's new in the provider portal for everyone?



New support for associations to help streamline billing.

Providing healthcare is a team effort. Each healthcare service that is provided is typically supported by a network of connected entities: the provider who performs the service, the organization that employs the provider, and the head office that handles billing for its organizations.



Three-tier hierarchy

For example, ABC Company may perform billing for several clinics that in turn each employ a team of healthcare providers. Now, in the TELUS Health portal, ABC Company can now register as a head office and associate its clinics, and these clinics can associate their service providers. You can create and maintain these associations from the association applications in the TELUS Health provider portal. Associations can also be established during registration. This applies to both Canadian and international head offices, organizations and providers.

This three-tier hierarchy of head office, organizations and providers enables you to centralize billing. You have the flexibility to set up the structure that works best for your needs. For example, your clinic can perform billing on behalf of its providers and have the WSIB pay either the clinic itself or the providers directly. Alternatively, your head office can perform billing for all of its associated clinics and their associated providers and direct the payment wherever is most appropriate.



The following table lists the possible association types that can be created among head offices, organizations and providers, and the restrictions on these associations. Click on the “Learn more” link below each section to access the corresponding training guide.

Association type

Possible associations



Head offices

Head offices must be associated to at least one organization and can be associated to many.

Direct associations between head offices and providers are not possible.

To learn more see

[How do I register a head office and associate its organizations?](#)



Organizations

Organizations can be associated to one or no head office.

Associations to providers are supported (and mandatory) for certain types of organizations.* These types of organizations must be associated to at least one and can be associated to multiple providers.

To learn more see

[How do I create and associate providers?](#)



Providers

Providers can be associated to one or more organizations.

Direct associations between head offices and providers are not possible.

[Learn more >](#)



All

Once you have created your associations, you can centralize your billing.

To learn more see

[How do I centralize my billing?](#)

You may also disassociate from your head office, organizations and/or your providers should these relationships change.

To learn more see

[How do I disassociate my providers?](#)

[How do I disassociate my organizations?](#)

[How do I disassociate my head office?](#)



Support for international providers.



You can now register as a provider, organization or head office even if you are located outside of Canada. International providers have access to all of the portal and WSIB features. Note that you must have a Canadian bank account to use online billing.
