

What's new in the provider portal for independent providers?



Billing centralized & simplified.



Billing has been centralized in two ways. First, if you had multiple logins to the provider portal for your multiple locations or roles, your accounts have been merged such that all of your information is available regardless of which login you use. This means you can do all of your billing from a single login. If your accounts were not automatically merged, you can merge them yourself using the **Merge Accounts** link under the **My Account** menu in the provider portal .

To learn more, see [How do I merge two of my accounts?](#)

Second, if you work at a clinic, it is now possible for them to bill on your behalf and have payment sent to you! Refer your clinic to the link below.

To learn more, see [How do I centralize my billing?](#)

Bank account mapping.



If you have multiple service addresses, you can set up a bank account for each and have your payments directed to the appropriate bank account based on the service location. To access the banking application, select the **Email and Banking Information** link under the **My Account** menu in the provider portal. This feature is available to both Canadian and international providers however only Canadian bank accounts are supported.

To learn more, see [How do I set up direct deposit?](#)



Support for international providers.



You can now register as a provider, organization or head office even if you are located outside of Canada. All of the features described in this document apply no matter where you are located.

Add users to your account whenever you want.



You can now add, edit and remove your account's users without the need to contact TELUS. As you hire new staff to assist you in your administrative and billing tasks, you can give them access to your account using the **User Access & Permissions** link under the **My Account** menu in the provider portal. You control their permissions, for example, if a user will be submitting bills, you can limit their access to bill submission without giving them access to your banking information.

To learn more, see [How do I add users to my account?](#)