How do I **register** a head office and associate its organizations?

This document applies to you if you are a Canadian or international head office that submits bills for your organizations or, you are an organization that is not necessarily a head office but nonetheless submits bills for other organizations. Registering a head office and associating your organizations will allow you to submit bills from a single account.

Part 1: Register your head office and associate its organizations.

Step 1: Gather your information.

You will need the address and business information for the head office. You will also need to associate at least one (and ideally all) of your organizations to complete the head office registration. You will need to have your organizations' names and the TELUS or the WSIB Provider IDs. These IDs were included in the welcome package. The TELUS ID is also displayed under the **My Account** ( ) menu of the provider portal.
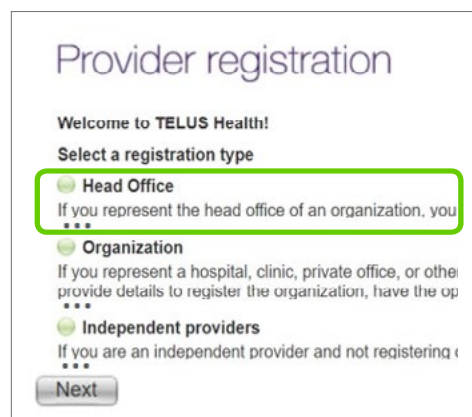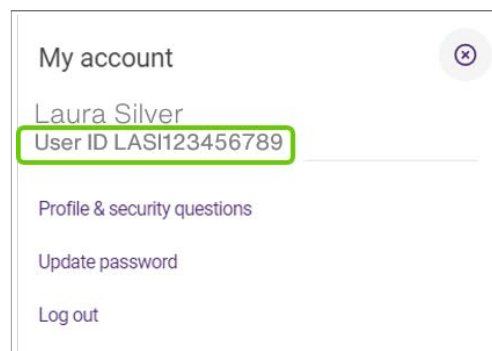
Step 2: Access the TELUS registration website.

Access registration website:

https://wsibregistration.telushealth.com/en/

Select the option to register a **Head Office** and select **Next**.

Head Office Information

Organization operating name *

Organization legal name *

Date established *

Contact first name *

Contact last name *

Contact role *
Manager/Office Admin

Email *
User logins will be sent to this email address

Confirm Email *

Country *
Canada

Address *

City *

Province/State *

Postal/ZIP code*

Telephone *
1 (e.g. 555-555-5555)

Extension

Fax
1 (e.g. 555-555-5555)

GST/HST number
RT

Supporting document

Document type
Other

+ Add another document

Step 3: Enter the information for your head office.

Complete the information for your head office, mandatory fields are indicated with a red asterisk. *

The Postal / ZIP code is only mandatory if your country is Canada or the United States.

If you have documents to support your registration such as a statement of incorporation, use the browse button to the right of the **Supporting document** field to upload your document. You can upload up to three documents of no more than 5 MB each. You may upload the following file types: JPG, PDF, GIF, TIFF, DOC, DOCX.

For each document, use the **Document Type** drop-down to select **WSIB document** or **Other**.

Step 4: Enter the information for your account's user.

Complete the information for the main user of the account. The mandatory fields are indicated with a red asterisk. The first and last name, role and email will be completed for you with the information entered on the first screen. You can change the name and email fields to register an additional user if you wish.

First name *

Last Name *

Role *
Manager/Office Admin

Email *

Confirm Email *

Preferred Language *
English

Step 5: Associate your organizations.

The last step of registration is to associate your organization(s). Enter the organization's name and either the TELUS or the WSIB Provider ID. After you select **Save**, you'll have the option to associate another organization.

Select **Save & Continue** to move to the final step once you have associated all of your organizations.

Organization Information

Operating Name *

Provide at least one of the following identifiers *

TELUS Provider ID
Note: The TELUS Provider ID can be found in the Provider Portal

WSIB Provider ID
Note: The WSIB Provider ID is a 9 digit number provided during registration of this organization.

Save | Cancel

Previous

Save & Continue

Step 6: Review your information and submit.

Review your information. If you need to make any changes, select **Edit** on the appropriate section. When you are satisfied with your information, select **Submit Registration**.

Step 7: Record your confirmation details.

You will receive a confirmation reference number for your request to register.
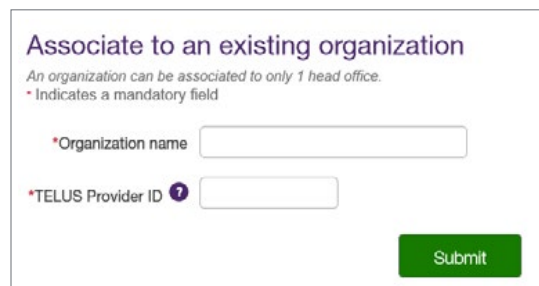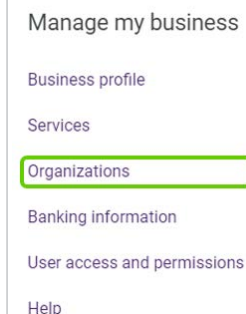

Learn more

To access the complete registration website user guide, browse to the website as described in Step 2. The link to the complete user guide for the Registration Website is located in the top right-hand corner of the site.

Part 2: Keep your associations up to date.

As your roster of organizations continues to grow, you can use the **Organizations** link in the Provider Portal to link new organizations.

Step 1: Access the Organizations link.

Login to the provider portal and select the menu button ( ) and then select the **Organizations** link. You will need to know the organization's name and TELUS Provider ID to request the association.

Manage my business

Business profile

Services

Organizations

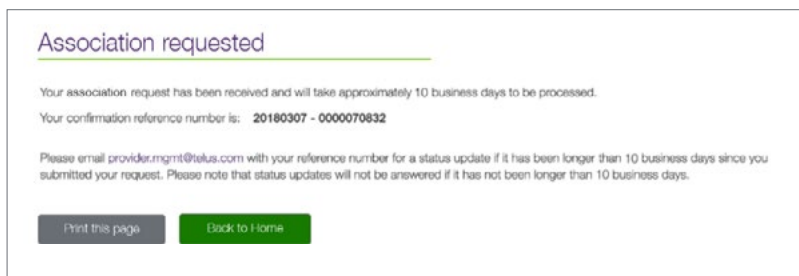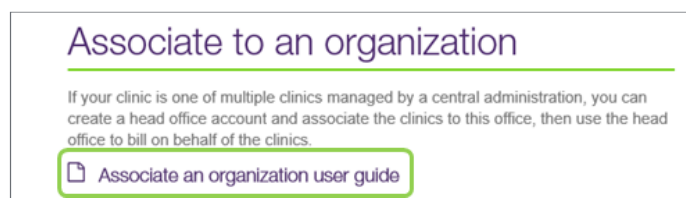Banking information

User access and permissions

Help

Step 2: Enter the Organization name and TELUS Provider ID.

Enter the organization name and TELUS Provider ID. You can find the TELUS Provider ID as described in Part 1, Step 1.

Select **Submit**.

Associate to an existing organization

An organization can be associated to only 1 head office.
* Indicates a mandatory field

*Organization name

*TELUS Provider ID

Submit

Step 3: Confirmation.

You will receive a confirmation reference number. Select **Back to Home** if you have additional organizations to associate.

Association requested

Your association request has been received and will take approximately 10 business days to be processed.

Your confirmation reference number is: 20180307 - 0000070832

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.

Print this page   Back to Home

Associate to an organization

If your clinic is one of multiple clinics managed by a central administration, you can create a head office account and associate the clinics to this office, then use the head office to bill on behalf of the clinics.

📄 Associate an organization user guide

Learn more

To access the Associate to an organization user guide, browse to the application as described in Step 2. The user guide is located under the application header.