

How do I **update** my service and mailing address?



This document applies to all providers who need to update their service and mailing address(es) after a change in location.

The images in this document apply to organizations; the images differ slightly for independent providers and head offices.

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.

My Account

Molly Manager

Profile & security questions

Update password

Log out >

Business profile

TELUS Provider ID 200125113

Make changes to your business profile

Associate a provider

Merge accounts

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 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

WSP

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

Disassociate from a head office

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:

- Your profile type (ind. provider, business/clinic or head office),
- The service to which you are registered,
- The changes you wish to make; to update your service address select Manage business address information and hours,
- The effective date for the changes

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

What do you want to do?

WSIB

Add a mailing address

Change a service or mailing address

Step 4: Select the type of change you want to make.

To update your service address, select **Change a service or mailing address**.

Step 5: Complete previous and new address information.

After making the selection in step 4, the screen will display the fields shown on the right. You need to complete the previous address information as well as the new address information under **Location to be changed**.

You can also specify **Business hours** for the new address **Site accessibility features**.

For further information on updating address information and all profile change requests, see **To Learn more** below.

Change a service or mailing address

Only 1 active mailing address and 1 active service address are permitted.

Location to be changed

From To

Country Country

Suite (optional) Street no Address

Street name City Province/State/Region

City Province/State Postal/ZIP code (optional) Fax number (optional)

Postal/ZIP code Fax number (optional) Phone number Ext (optional)

Phone number Ext (optional) Please enter numbers only. Type of address Service

Type of address

Service Mailing


Additional service address information

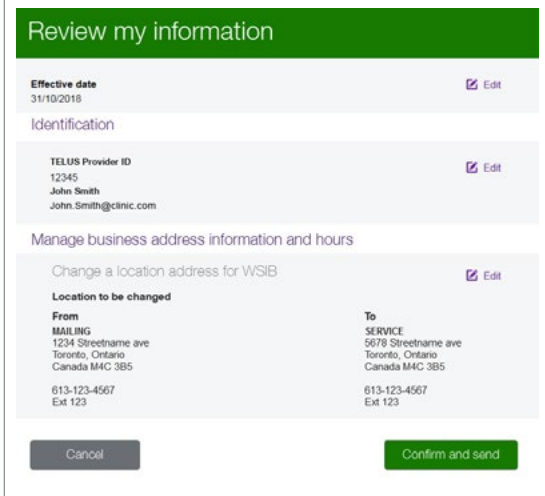
To

Business hours (optional)


	Open	Closed
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		
Sunday		

Step 6: 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.




Review my information

Effective date 31/10/2018 

Identification

TELUS Provider ID 12345 
John Smith
John.Smith@clinic.com

Manage business address information and hours

Change a location address for WSIB 

Location to be changed

From MAILING 1234 Streetname ave Toronto, Ontario Canada M4C 3B5 613-123-4567 Ext 123	To SERVICE 5678 Streetname ave Toronto, Ontario Canada M4C 3B5 613-123-4567 Ext 123
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Cancel **Confirm and send**

Step 7: 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.

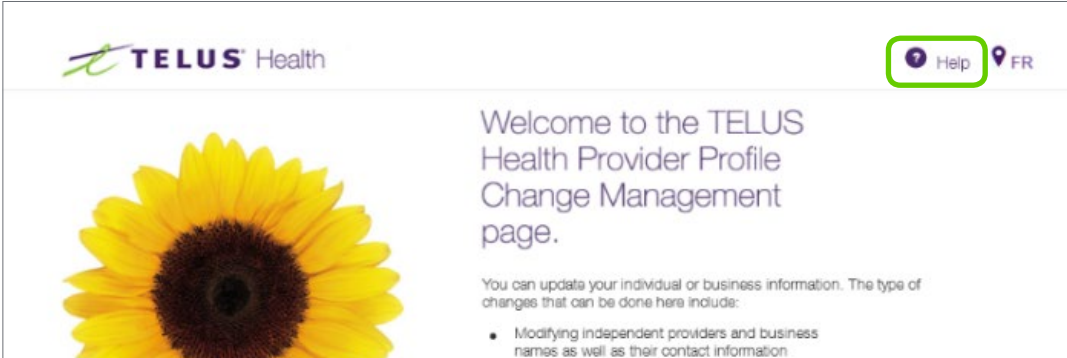
Your confirmation reference number is: **20180307 - 0000070832**



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

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.



TELUS Health  

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