

# Give your clients the royal treatment

TELUS Health eClaims for allied healthcare providers

eClaims  
enabled  
Claim & receive.



The process of your clients sending their claims by mail for review and payment by their insurance company can sometimes be long and tedious. The **TELUS Health eClaims** solution allows allied healthcare providers to streamline the claim and reimbursement process on behalf of their clients.

## An interactive web-based claim submission system for healthcare professionals

The web-based system allows allied healthcare professionals to submit their clients' claims online via the eClaims solution provider portal. It's a secure and fully integrated solution created to optimize the claim submission process, including web-based enrolment tools for healthcare professionals, direct reimbursement and immediate confirmation of the insurance company's response when offered by the insurer. This solution provides a direct link between your clients and their insurance company in a way that is more convenient for you and your clients, resulting in faster payments and increased accuracy compared to the traditional paper submission process.

eClaims provides a faster, more consistent process for submitting claims to various insurance companies. With eClaims, **physiotherapists, chiropractors, vision care providers** as well as **naturopathic doctors, massage therapists, acupuncturists, psychologists, podiatrists** and **chiropractors** from certain provinces, and all organizations affiliated with these professionals, are able to easily submit their clients' claims electronically. The solution also allows for payment to be assigned to the healthcare provider when supported by participating insurers. This way, your clients can reduce their out-of-pocket expenses as they only pay the amount not covered by their insurance company. The remaining balance will be paid directly to the healthcare provider by the insurance company.\*

The solution, deployed across Canada, drastically reduces manual handling of paper claims and greatly increases the speed and accuracy with which claims and reimbursements are processed.

### ADVANTAGES FOR HEALTHCARE PROVIDERS:

- Available to allied healthcare providers at no cost
- Simple and fast registration process
- Providers can opt-in or opt-out of the service at any time
- Easy-to-use and secure claim submission portal
- Immediate response from the insurance company when supported by the insurer
- Faster payments from the insurance company (including direct deposit when supported by the insurer)
- Verification of client eligibility and coverage for defined treatments when supported by the insurer
- Streamlined paperwork
- Unique platform designed to support claims to multiple insurance companies
- Help desk for assistance from TELUS Health

Register today at [telushealth.com/eClaims](http://telushealth.com/eClaims).



## Claim and receive with the multi-insurer eClaims portal

- Online registration via the TELUS Health web site
- Online submission of reimbursement and/or pre-determination requests to multiple insurance companies\*
- Instant payment confirmation from the insurance company\*
- Optional assignment of benefits in order to receive payment directly from the insurance company\*
- Clients' out-of-pocket expenses reduced to the portion not covered by their insurance plan\*
- Inquiry tools to view past transactions
- User guide, help tips, forms and other related documentation available online
- Solution compliant to strict security and privacy guidelines, as recommended by applicable federal and provincial regulations
- Solution developed in compliance with Canada Infoway's HL7 messaging standards

\* All features, functions and related benefits are inherent to the TELUS Health eClaims platform, but may not be supported by all participating insurers.

## Future developments

eClaims is currently offered across Canada to physiotherapists, chiropractors and vision care providers, as well as naturopathic doctors, massage therapists, acupuncturists, psychologists, podiatrists and chiropodists from certain provinces, and all organizations affiliated with these professionals. In the near future, TELUS Health will expand its network to other healthcare specialists.

TELUS Health acknowledges that some healthcare providers and/or clinics already use a Practice Management System to manage client profiles. TELUS Health offers tools and documentation, free of charge, to software vendors, enabling the integration of the claims submission process with the features of practice management systems.

## Give your clients the royal treatment

eClaims allows you to offer your clients a better and more convenient way of paying for their healthcare services.

Many practitioners have already registered for the service. We understand your needs and are ready to help you move to the online system today.

## Questions?



[provider.mgmt@telus.com](mailto:provider.mgmt@telus.com)



[telushealth.com/eclaims](http://telushealth.com/eclaims)



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### PC CONFIGURATION REQUIREMENTS FOR TELUS HEALTH eClaims:

The requirements on your part to access the online portal services are minimal. TELUS Health will provide you with all necessary assistance.

#### NO SPECIAL HARDWARE OR SOFTWARE:

- Optimized screen resolution (1024 X 768 recommended, 800 X 600 supported)
- Access to the Internet (using the supplier of your choice)
- Recent Windows operating system (XP, Vista, Win7...)
- Internet browser: IE8 on XP, Windows 7  
Firefox 12 on XP, Windows 7