

Electronic Claims Submissions and Bundling for Extended Health Care Providers on behalf of Johnson Inc.

BACKGROUND

Effective March 18, 2018, extended health care (EHC) professionals can continue to submit claims electronically on behalf of Johnson Inc. plan members through TELUS Health to Express Scripts Canada (ESC).

Professionals should have received a communication from TELUS Health with this information. After March 17, 2018, EHC professionals will need to access their remittance statements through Express Scripts Canada rather than through the TELUS Health portal. Express Scripts Canada will be contacting professionals once they have submitted claims in order to set up their online access to view and/or print statements.

QUESTIONS AND ANSWERS

Q1. Which specialized health care professionals can submit electronic claims to Express Scripts Canada?

A1. At this time, only the following EHC professionals can submit claims electronically:

- Vision care
- Physiotherapists
- Chiropractors
- Massage Therapists (Alberta, British Columbia, Manitoba, New Brunswick, Newfoundland and Labrador, Nova Scotia, Ontario and Saskatchewan)
- Acupuncturists (Alberta, British Columbia, Ontario, Quebec, Newfoundland and Labrador)
- Naturopathic Doctors (Alberta, British Columbia, Manitoba, Nova Scotia, Ontario and Saskatchewan)
- Podiatrists (Quebec)
- Psychologists (Quebec)

The member/patient must manually submit all other extended healthcare claims to Johnson Inc.

Q2. What is electronic bundling?

A2. Express Scripts Canada provides EHC professionals with electronic solutions for payment and access to online statements free of charge. EHC professionals will be paid bi-weekly via direct deposit and have access to bi-weekly statements via a secure website.

If there is a deviation from the electronic bundle, a shipping and handling fee of \$15 will be applied to your account during each payment cycle.

Q3. How do I avoid the shipping and handling fees?

A3. In order to avoid shipping and handling fees, please enrol in direct deposit payments with TELUS Health (additional details can be found below in A4) and access your EHC remittance statements electronically via the secure website escstatement.ca. Your username and temporary password to access the website will be sent to you separately after your first claim has been submitted to Express Scripts Canada.

Q4. If I need assistance setting up my direct deposit information or electronic statements, who should I contact?

A4. For assistance, please contact the numbers below:

Direct Deposit Payments: Please contact the TELUS Health Support Team at 1-888-709-8759.

Electronic Statements: Please contact the Express Scripts Canada Provider Call Centre at 1-800-563-3274, Monday to Friday from 8 a.m. to 10 p.m. eastern time. The Provider Call Centre is also open Saturdays, and Statutory Holidays from 8 a.m. to 5 p.m. eastern time.

Q5. What is the frequency of the payment?

A5. Payments are made twice a month (the 5th and the 20th of each month).

Q6. If I am receiving payments via direct deposit, how do I access my remittance statement?

A6. Statements can be accessed free of charge via the secure website, escstatement.ca. If professionals wish to receive statements via mail, a shipping and handling fee of \$15 will be applied to your account during each payment cycle.

Q7. How do I view my ESC EHC remittance advice (statement) online?

A7. Once logged in, under the **Search for Statements** (left-hand side of the webpage), use the dropdown menu in the statement field, select **ESC** and specify the date range required by clicking on the calendar icon.

Q8. I have forgotten my username and/or password to access my electronic statements. What should I do?

A8. Once on escstatement.ca, click either **forgot username** or **forgot password** and enter the same email address that was previously used to set up the account. Your username and/or password will be sent to that email address.

Tip: Your username is your provider number-office ID (ex: 123456789-1234).

Q9. Can I use the same email address for various usernames (accounts)?

A9. No. You must use a different email address for each username (account). This email address only serves as a point of contact when requesting to reset your password and to receive notifications when statements are available.

Q10. What happens if I want to view multiple professionals in one account?

A10. If you would like to group multiple professionals under one account, please fax the complete Extended Health Care Group User ID Request Form that is available on express-scripts.ca.

Q11. Can I reverse claims online?

A11. Yes, from the TELUS Health Provider Portal, a reversal is possible on same day of the original claim. Pending claims cannot be reversed and will be rejected. In order to reverse a pending claim please contact the ESC Provider Call Centre at 1-800-563-3274.

Q12. Can I speak with ESC regarding member/patient coverage?

A12. Confidential member/patient information including coverage details and patient payment, will not be disclosed to the EHC professional. ESC will only discuss the actual reimbursement amount that is payable to the EHC professional. For questions regarding coverage, the member/patient must contact Johnson Inc. at 1-866-773-5467.

Q13. Why was my claim rejected with an error message asking that I call Johnson Inc.?

A13. For claims submitted prior to March 18, 2018 (the date of transition to ESC), please contact Johnson Inc. at 1-866-773-5467 for additional details. For all claims submitted on or after March 18th, please contact the ESC Provider Call Centre at 1-800-563-3274.

Q14. What do I do if I receive a group number rejection message when submitting claims to ESC for any Johnson Inc. plans?

A14. For claims that are rejecting with a group number error, for your reference, listed below are the Johnson Inc. benefit plans with their current and former policy numbers. Claims should be submitted using the current policy number listed:

Plan Name (Former Group Number)	Current Policy Number	Former Policy Number
RTAM (096/796)	644182	9820001
City of St. John's (353)	353	10107
NLTA (610)	140834	GH13018 and GH35431, 13018, 35431
FFAW (612)	28233	960908
Johnson Staff Members (615)	615	GH11301 and GH38321, 11301, 38321
NBTF (630)	MPP83564	MPP83565, MPP83566, MPP84032 and MPP84532, 83564, 83565, 83566, 84032, 84532
RSA UC Retirees (646)	8100	8200
NL Housing Corp	GH37563	GH37564, 37564
RTO/ERO (717)	983430	983429, 983431 and 983432
ONA (748)	90541	20348