

Johnston Group Toolkit for eClaims Submissions

Chambers of Commerce Group Insurance Plan
Maximum Benefit
CINUP
First Canadian
Johnston Group



THE FOLLOWING INFORMATION IS APPLICABLE TO ALL LISTED INSURANCE PLANS ADMINISTERED BY JOHNSTON GROUP

CLAIM SUBMISSION

- **Service pre-payment** - Do not submit claims for services not yet provided, regardless of any pre-payment by the insured.
 - **Banking details** - For payments provided via direct deposit, ensure your banking details are up-to-date with TELUS Health Solutions. Log into your profile on the portal to view existing details and to make changes.
 - An **Explanation of Benefits** or an **Acknowledgement Statement** will be produced upon your submission of a claim. You may provide a copy to the patient as proof of receipt their claim was submitted.
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CLAIM PAYMENT

- Claims are processed by Johnston Group typically within 48 hours of submission.
 - Payments made via direct deposit should appear in your account two to three days later.
 - An **Explanation of Benefits** is mailed to you, along with payments by cheque, within 24 hours of the processing of the claim. Log into your profile on the portal to view existing address information and to make changes.
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INQUIRIES

- You must provide the plan member's Policy Number and Member ID for all inquiries.
 - **Chambers of Commerce Group Insurance Plan**
Service hours are 7:30 – 6PM CST
Monday – Friday | **1-800-665-3365**
 - **Maximum Benefit / Johnston Group**
Service hours are 7:30 – 6PM CST
Monday – Friday | **1-800-893-7587**
 - **First Canadian**
Service hours are 7:30 – 6PM CST
Monday – Friday | **1-866-212-5644**
 - **CINUP**
Service hours are 8:30 – 5PM CST
Monday – Friday | **1-800-665-1234**
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JOHNSTON GROUP TOOLKIT FOR eCLAIMS SUBMISSIONS

Shown are sample **benefits cards** for the plans under Johnston Group. The **Policy Number** and **Member ID** are located at the top of each card, though alternative terms may be used.

CHAMBERS OF COMMERCE GROUP INSURANCE PLAN

MAXIMUM BENEFIT

CINUP

FIRST CANADIAN

JOHNSTON GROUP

CHAMBERS OF COMMERCE GROUP INSURANCE PLAN

Firm **12345** ←
Certificate **1234509876** ←

Voyage Assistance
Canada/USA: 1 800 465 6390
Worldwide: 514 875 9170

22 000175 1234509876 01
SMITH, BOB
ABC COMPANY INC.
CDANet: Carrier # 627223
Administered by Johnston Group Inc. assure

MAXIMUM BENEFIT

Insured **BOB SMITH**
Division **12345** ← Certificate **1234509876** ←

Coverage
Extended Health - FAMILY
Dental - FAMILY
Travel - FAMILY

CDANet: Carrier # 627223

Maximum Benefit
Aantage Benefit

CINUP

Division **64646** ←
Certificate **1234509876** ←

Voyage Assistance
Canada/USA: 1 800 465 6390
Worldwide: 514 875 9170

22 641028 1234509876 01
SMITH, BOB
ABC COMPANY INC.
CDANet: Carrier # 627223
Administered by Johnston Group Inc. assure

FIRST CANADIAN

Division **12646** ←
Certificate **1234509876** ←

Medical Travel Assistance
Canada/USA: 1 800 709 8320
Worldwide: 416 977 7084

44 021613 1234509876 01
SMITH, BOB
ABC COMPANY INC.
CDANet: Carrier # 627223
Administered by Johnston Group Inc. assure

JOHNSTON GROUP

Policy **12646** ←
Certificate **09876** ←

Medical Travel Assistance Policy # 637144
Canada/USA: 1 800 877 3061
Worldwide: 905 762 5197

44 637144 1234509876 01
SMITH, BOB
ABC COMPANY INC.
CDANet: Carrier # 627223
Administered by Johnston Group Inc. assure

REQUIRE ASSISTANCE SUBMITTING AN eCLAIM ?
Contact TELUS Health at 1-866-240-7492 (Option 9)
Monday – Friday | 8AM-8PM EST