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.

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.

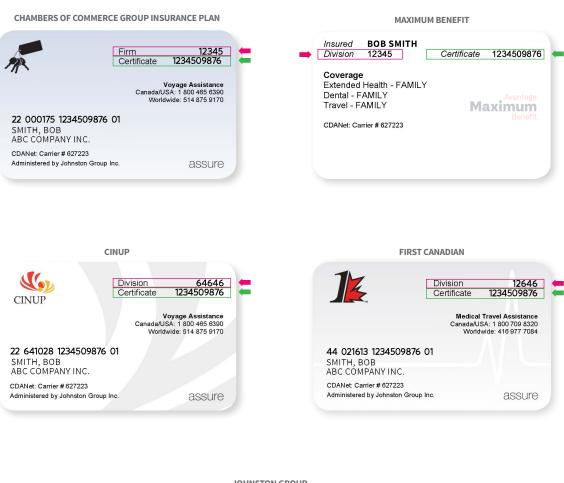
INQUIRIES

- 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**

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.





REQUIRE ASSISTANCE SUBMITTING AN eCLAIM?

Contact TELUS Health at 1-866-240-7492 (Option 9)

Monday - Friday | 8AM-8PM EST