



Associate Provider User Guide

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Preface

Preface

Purpose

The purpose of the *Associate Provider User Guide* is to describe how users registered to provide Workplace Safety and Insurance Board (WSIB) online billing can associate existing or new licensed providers to an organization.

Audience

The *Associate Provider User Guide* is intended for use by representatives of organizations who need to associate providers.

To use this application and this document, you require a basic knowledge and understanding of Windows applications and Web browsers.

Typographic conventions

The typographic conventions used in this guide help you to identify the type of information that is presented.

Convention	Use
Bold	Bold text highlights items you can select in the interface, including buttons, tabs, and menu selections. It is also used in the identification of dialog boxes and screens.
<i>Purple Italic</i>	<i>Purple Italic</i> text indicates that the text is linked to related section of the document. When you click a link, the related text is displayed.
<i>Italic</i>	<i>Italic</i> text indicates a book title, and highlights important terms and information.

Related documentation

You may want to refer to the following documents for more information about topics such as associations and merging.

- The *Change Management User Guide* describes how users can notify the Provider Management Group (PMG) about changes to their provider, organization, or head office profile.
- The *Merge Accounts User Guide* describes how users with multiple accounts of the same type (organization or provider) that have different credentials can merge these credentials them under one TELUS Provider ID.



Chapter 1

Introduction

This document describes how you, as a user registered to provide WSIB or eClaims online billing, can associate existing or new licensed providers to an organization. You must belong to an organization that requires providers to be associated. If your organization has one of the following roles, you can associate providers:

WSIB organizational roles:

- Community/Social Service Ctr
- Dental Clinic
- Facility – Specialized Rehab
- Hearing Health Provider/Clinic
- Medical Centre
- Mental Health Program Clinic
- Optical Store / Optometry CL
- Pain Centre
- Return to Work – Organization

eClaims organization roles:

- Clinic
- Optical supplier

About Associations

The association hierarchy captures provider relationships in which:

- Organizations with specified roles must be associated to at least one licensed provider and may be associated to many.

- A licensed provider may be associated to organizations which have specified roles.

For example, a Social Service Centre is an organization that may have two associated providers: a social worker and a counsellor.

The following table lists the required and optional associations for providers.

Table 1.1 Provider associations

Provider Type	Associations		How to associate	How to disassociate
	Required	Optional		
Providers	None	<ul style="list-style-type: none"> ■ Multiple orgs. 	<ul style="list-style-type: none"> ■ Associations are requested by the organization. 	<ul style="list-style-type: none"> ■ Dis-associations are initiated by the organization; however, providers can call TELUS PMG to request dis-association.

Associations versus merging

Providers may use the **Associate a Provider** application to capture relationships between organizations and their licensed service provider(s).

In the event that organizations *of the same type* need to be joined, for example an independent provider has two separate accounts they want to combine into one, the **Merge Accounts** application should be used instead.

The following table provides examples of when to use the association and merge applications.

Table 1.2 Scenarios for association versus merge

Scenario	Action
A new provider begins working at an organization such as a Medical Centre (WSIB) or Clinic (eClaims).	The organization should <i>associate</i> the provider using the Associate a Provider application.
An independent provider has two accounts because of a name change and wants to merge them.	The provider should use the Merge Accounts application to merge the information in the two accounts.

Icons

The following table describes the icons used in the *Associate Provider* application. Some of these icons are displayed as buttons that you can click to perform actions.

Icon	Name	Description
	Add row	Click to add a language or license.

Icon	Name	Description
	Calendar	Click to display the calendar widget, which you can use to select a date.
	Delete	Click to delete a language.
	Document	Click to display the User Guide.
	Information	Click to display information about a specific section or field.
*	Mandatory	Identifies mandatory fields.

Field types

This section describes the different types of fields used in the *Associate Provider* application.

Text fields

You may be able to enter letters, numbers, and symbols in text fields. There may be rules associated with the amount of text you can enter or the type (for example, some text fields accept only numbers).

Drop-down lists

You can use drop-down lists to select one of a list of pre-set values.

Date fields

You can use date fields to select a date from a calendar. When you click the calendar  button, the calendar is displayed. You can use the buttons to choose which month is displayed, then click a date to select it.

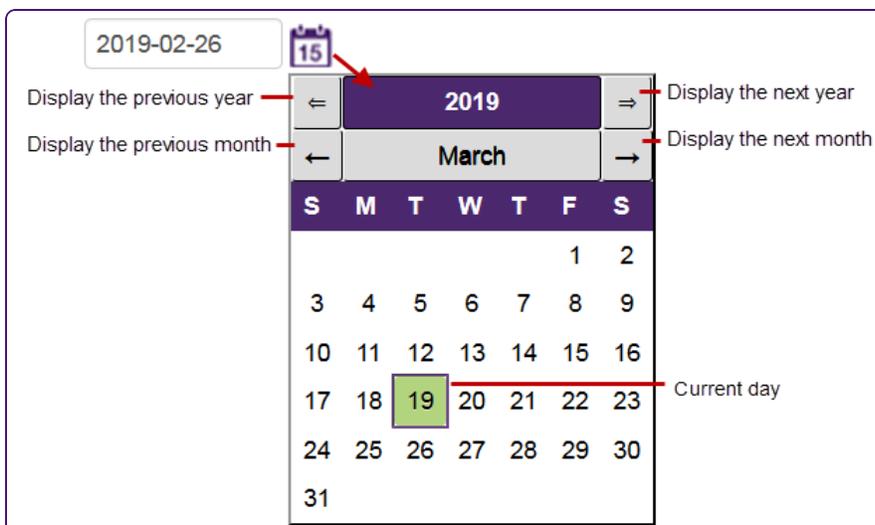


Figure 1-1: The calendar

TELUS Provider ID

Your TELUS and WSIB Provider IDs were supplied in your welcome package. Only the TELUS Provider ID is required to use this application.



Welcome to the TELUS Health WSIB Services.

Find below the login information for the user registered to submit claims through the Provider Portal. We will send your temporary password in a separate email. For security reasons, please do not share your login information.

Username	BIBA200126600
----------	---------------

Your identification numbers

WSIB Provider ID 110000838 Use your WSIB Provider ID to contact WSIB for support. If you have	TELUS Provider ID 200126600 Use your TELUS Provider ID to contact TELUS for support or to
--	--

Figure 1-2: TELUS Provider ID in the welcome package

If you no longer have your welcome package at hand, you can also find your TELUS Provider ID in the top right-hand corner of the Provider Portal.



Provider Portal

Contact Us

TELUS Provider ID 12345 Molly Manager Log out

Figure 1-3: TELUS Provider ID in the Provider Portal



Chapter 2

Associating a provider

You can associate an existing or new provider to your organization. A provider may already be registered if, for example, they work for multiple locations, and were already set up for another location.

To associate a provider

1. From the Provider Portal homepage, click the **Associate a Provider** link.

Provider Management

Manage users and organizations using the following links.

- Associate a Provider >
- User Access & Permissions >

The **Associate a provider** screen is displayed.

Associate a provider

Associate providers to your clinic to easily attribute services performed to them.

[Associate a provider user guide](#)

Associate a registered provider

Enter the information for *the provider that you would like to associate*.
* Indicates a mandatory field

* First name

* Last name

* TELUS Provider ID

* Start date

It may take a few days to process a request. Track the current status of your request in Request Status.

Associate a new provider

Create a new provider and associate them to your clinic

Request status

Reference #	Request date	Provider name	Status
No requests pending			

If you have any questions regarding your request contact provider.mgmt@telus.com with your reference number

2. Do one of the following:

- To associate an existing licensed provider, do the following from the **Associate a registered provider** section:

Associate a registered provider

Enter the information for *the provider that you would like to associate.*

* Indicates a mandatory field

* First name

* Last name

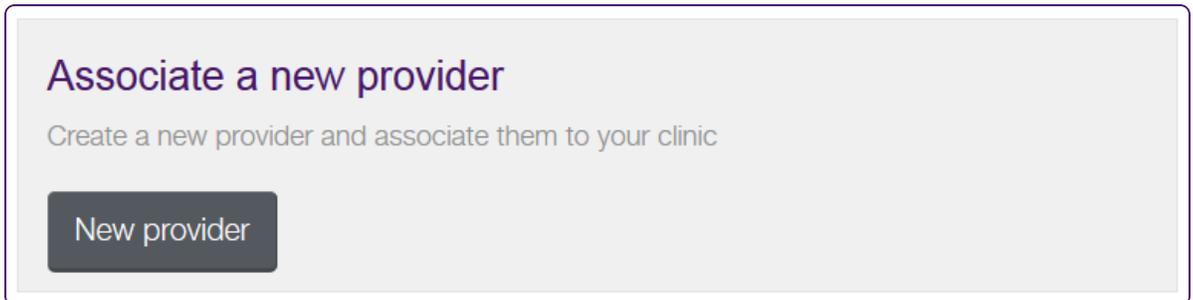
* TELUS Provider ID 

* Start date 

It may take a few days to process a request. Track the current status of your request in Request Status.

- Enter the provider's **First name**, **Last name**, and **TELUS Provider ID**.
- Select the **Start date**.

- To associate a new provider:
 - Click the **New provider** button.



The **New provider** screen is displayed.

A screenshot of the "New provider" form. The title "New provider" is underlined in green. Below the title is a paragraph of instructions: "Tell us about the provider that works in your organization. Please note: Only licensed providers can be associated using this form. If you would like to associate an unlicensed provider, contact provider.mgmt@telus.com." Below this is a note: "* Indicates a mandatory field." The form is divided into two main sections: "Provider information" and "Role & license information".
Provider information
This section contains several input fields:

- * First name (mandatory)
- Middle name (optional)
- * Last name (mandatory)
- Service language (dropdown menu with a trash icon)
- * Start date (mandatory, with a calendar icon and placeholder "YYYY-Mon-DD")

Below these fields is a link: "+ Add another language".
Role & license information
This section contains a table-like structure with five columns:

- * Province (mandatory, dropdown menu)
- * Role (mandatory, dropdown menu)
- * License number (mandatory)
- * License issuer (mandatory, dropdown menu)
- * License date (mandatory, with a calendar icon and placeholder "YYYY-Mon-DD")

Below this table is a link: "+ Add another license".
At the bottom of the form, there is a section titled "Associate provider" with a note: "Review the information to ensure accuracy. After submitting you will be able to track the status of your request on the Add a Provider screen." Below this note are two buttons: "Back" (grey) and "Submit" (green).

- Enter the provider's **First name**, optional **Middle name**, and **Last name**.

- Select an optional **Service language**.

To enter additional languages, click the **Add another language** link, then use the new field to select the language.

- Select the **Start date** that the provider began his or her association with the organization
- In the **Role & license information** section, select the **Province** and **Role**, enter the **License number**, and select the **License issuer** and **License date**.

To add additional licenses, click the **Add another license** link, then use enter the information for the other license in the new row.

3. Click the **Submit** button.

If the organization submits to both eClaims and the WSIB, the services that the provider will be signed up for are listed at the bottom of the screen.

Associate provider

Review the information to ensure accuracy. After submitting it you will be able to track the status of your request on the Associate a Provider page.

Based on the role(s) indicated, this provider will be added to the following service(s)

WSIB **eClaims**

Back
Submit

Review this information, then click the **Submit** button.

The confirmation screen is displayed.

Provider association requested

Your association request has been received and will take approximately 10 business days to be processed.

Your confirmation reference number is:2998653

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
Back to Associate a provider



Chapter 3

Obtaining the status of your request

After you have submitted an association request, the request is displayed in the **Request status** table on the right side of the **Associate a provider** screen.

Associate a provider

Associate providers to your clinic to easily attribute services performed to them.

[Associate a provider user guide](#)

Associate a registered provider

Enter the information for *the provider that you would like to associate.*

*Indicates a mandatory field

*First name

*Last name

*TELUS Provider ID

*Start date

It may take a few days to process a request. Track the current status of your request in Request Status.

Associate a new provider

Create a new provider and associate them to your clinic

Request status

Reference #	Request date	Provider name	Status
2998653	18-Sep-2019	Alissa Audiologist	Pending
2998667	18-Sep-2019	Jasper Doodle	Pending

If you have any questions regarding your request contact provider.mgmt@telus.com with your reference number

Figure 3-1: The Request status table

The possible statuses are Pending, Approved, and Rejected.



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