

Play the simplicity card

# TELUS Health eClaims Solution



## Advantages for healthcare providers:

- **Services available to all extended healthcare providers at no cost**
- Simple and fast registration process
- Providers can opt-in or opt-out of the service at anytime
- Easy-to-use and secure claim submission interface
- Immediate response from the insurance company
- Faster refund payments from the insurance company
- Verification of patient eligibility and coverage to defined treatments
- Streamlined paperwork
- Solution designed to support claims to multiple insurance companies
- Help Desk for assistance from TELUS Health Solutions

The process of your patient sending claims by mail for review and payment by their insurance company can sometimes be long, tedious, and error-prone. The **TELUS Health eClaims Solution** allows extended healthcare providers to streamline the claims and reimbursement process on behalf of their patients.

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

The web-based system allows extended healthcare professionals to submit their patients' claims online via the new **TELUS Health eClaims Solution**. It's a secure and fully integrated solution created to optimize the claim submission process, including web-based enrolment tools for healthcare professionals, reimbursement claim submission and immediate confirmation of the insurance company's response. This application provides a direct link between your patients and their insurance company in a way that is more convenient for you and your patient, resulting in faster payments and increased accuracy compared to the traditional paper submission process.

## Great-West Life partnership with TELUS Health Solutions

TELUS Health Solutions is working with Great-West Life to provide this new service that offers a faster, more consistent process for submitting extended healthcare claims to insurance companies. With this solution, physiotherapists, chiropractors, vision care providers and all organizations affiliated with these professionals are now able to submit their patient's claims electronically. The solution also allows for benefits to be assigned to the healthcare provider. This way, your patient only has to pay the out of pocket amount since the insurance company will pay the remaining charges to you directly.

Great-West Life is actively promoting the use of the TELUS Health eClaims Solution for extended healthcare or paramedical treatments. The new solution now being deployed across Canada, will especially reduce the manual handling of paper claims and greatly increase the speed and accuracy with which reimbursement claims are processed.

## Major Features of TELUS Health eClaims Solution...

- Online registration via a TELUS Health Web application
- Online submission of reimbursement and/or pre-determination requests
- Instant payment confirmation from the insurance company
- Optional assignment of benefits in order to receive payment directly from the insurance company
- Patients' out of pocket costs limited 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 HL/7 Messaging standards

# Health eClaims Solution

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## PC configuration requirements for TELUS Health eClaims Solution

The requirements on your part to access the online portal services are minimal. TELUS Health Solutions 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: **Internet Explorer** IE7, IE8 and Firefox, with JavaScript option activated

## Future developments...

The solution is currently offered across Canada to physiotherapists, chiropractors, vision care providers and all organizations affiliated with these professionals. In the future, TELUS Health Solutions plans to expand its network to other healthcare specialists.

TELUS Health Solutions acknowledges that some healthcare providers and/or clinics already use a Practice Management System to manage patient profiles. TELUS will soon introduce new programs, tools and documentation, free of charge, to software vendors, enabling the integration of the claims submission process with the features of Practice Management Systems.

## To get more information or to register

Visit us at [telushealth.com/eclaims](http://telushealth.com/eclaims) or call the TELUS Health Solutions Support Centre at: 1-866-240-7492.

The Extended Healthcare service will allow you to offer your patient a better and more convenient way of paying for their healthcare services.

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

## Play the simplicity card

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