

How do I **create and associate - providers?**



Use this document if your organization is one of the following types: Community and Social Services Centre, Dental Clinic, Hearing Health Clinic, Medical Centre (including Rehab Centres), Mental Health Program Clinic, Optometry Clinic or Pain Centre. You now have the option to submit bills for your providers and have the payment sent directly to them if you wish. Eventually, it will become mandatory for your organization to specify the provider name when submitting your bills. To prepare for this, we encourage you to follow the steps below to create and associate the providers who work at your organization.

My account ⓧ


Laura Silver
User ID LASI123456789

Profile & security questions


Update password

Log out

Step 1: Gather your information.

Ensure you have your provider's first and last name and TELUS Provider ID if they have one. The TELUS Provider ID was included in the welcome email. It is also displayed under the **My Account** () menu of the portal. You will also need their license information (Canadian, licensed providers only).

Step 2: Access the Providers link.

Log into the provider portal and select the menu button () icon and then select the **User access and permissions** link.

Manage my business

Business profile

Services

Organizations

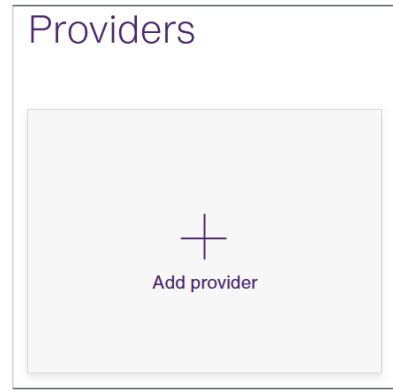
Banking information

User access and permissions

Help

Step 3: Click + Add provider.

Click the + sign to display the fields in which to complete the provider's information.



Profile

First name: Last name:

TELUS provider ID (Optional): Effective date:

Roles and licenses

Role:

License

The provider's license must be in the same province as the service address for the organization. To request the addition of a provider with a license from a different province, call TELUS support at 1-866-240-7492.

Country: Province:

License issuer: License number: License date:

Use the same format as in your license document including dashes, spacing, capital letters etc.

Step 4: Complete the provider's details.

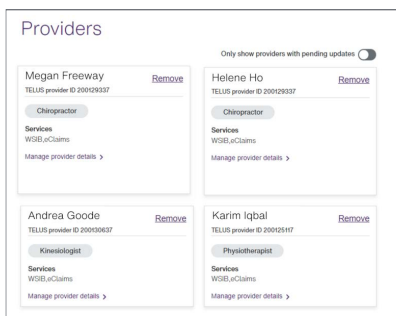
You will need to enter the provider's first and last name, TELUS Provider ID (if available) and start date with your organization.

You will need to select the provider's role from the **Role** drop-down. If you cannot find their role, select **Misc. Practitioner** and enter their role in the **Role Description** field (not shown).

If the provider's role requires a license and they are located in Canada, you will also need to enter their license information.

Once you have entered all of the required information, select **Save changes**.

Step 5: TELUS Provider Management group approves your request.



Your request is now complete and has been transmitted to the TELUS Provider Management Group for approval. The new provider will be included in your provider list once the request is approved, in approximately ten business days.

Learn more

To access the Providers User Guide, select the menu button (☰) → **Help** → **Providers**.

