Enhanced WSIB services on the TELUS Health provider portal.

The WSIB billing and registration systems have been upgraded. Take a look at what's new on the TELUS Health provider portal for WSIB services.

Add or manage people on your accounts without relying on TELUS support.

If you would like to add more users such as billing clerks, administrative support, etc., you can create additional user accounts for them and manage their permissions right on the provider portal through the self-serve feature. You no longer have to call TELUS support for assistance to add more users on your account. Instead, you can just select User Access & Permissions on the homepage.

If you have administrative rights for the account you will be able to see the User Access & Permissions link and also grant access to other users. However, if you don't have administrative rights and no one else has administrative rights, you can contact the TELUS Team if you would like assistance.

Associate to organizations, head offices and providers to streamline your billing and payments.

Introducing the "associate" feature on the TELUS Health provider portal. Providers and their organizations need no longer exist in the system as separate, or independent entities. Relationships between head offices, organizations and providers can now be made in the system to easily centralize billing and payments. For example, a clinic can associate its providers in the system, bill on their behalf and direct the payments; or a head office can associate all of its clinics to allow them to centralize billing and administration.

Best of all, using the "associate" feature is quick and easy. You will need to have the name, role and license information handy for the individual for whom you are creating the association for. Simply go the provider portal homepage and select the appropriate link. The options are described below.

- **Register head offices**
  The concept of a "head office" is new to the provider portal. It means you now have the ability register as a head office and centralize your billing so that you can bill on behalf of all of your organizations without having to login to each one separately. Even if you don't have an official head office, if an organization bills on behalf of others, you can create a head office to centralize billing.

- **Associate head offices**
  During registration, organizations have the option to associate to a head office that has already been registered. After registration, organizations can also associate to a head office using the Associate to a Head Office link on the provider portal.

- **Associate organizations**

  During registration, head offices must associate at least one organization that has already been registered. If a head office wants to create additional associations with their organizations, they can do so using the Associate to an Organization link on the provider portal.

- **Associate providers**

  During registration, organizations may need to associate at least one provider, depending on their role, but can associate multiple providers if desired. If an organization wants to add additional associations with their existing providers, or create and add new providers, they can do so using the Associate a Provider link on the provider portal.

Manage all banking information directly in the provider portal and add bank accounts to your locations.

You can now register for WSIB services without providing your banking information up front. However, once you've registered you will need to add your banking information so that you can bill the WSIB for your services. You can manage all of your banking information directly in the portal, including setting it up and confirming your bank account.

You also have the flexibility to add a bank account for each of your locations, or have one account for all locations. If your account was already set up before the launch of the upgraded system, it will remain in the system.

Update your service address.

Update your service address to streamline your billing. If you are an independent provider working at a new or different location, you can take advantage of our online billing services for that location. If you're using your mailing address, or your head office address as your current service address, you can update your actual service location in the new system. Simply go to the provider portal and use the Other Profile Updates link to update the address to where you are actually providing services.

Request to merge your accounts.

The provider portal has better self-service options to help you skip the wait on TELUS support. You can initiate merging your accounts using the Merge Accounts link.

Clearly see your provider IDs.

Your provider IDs will now be conveniently displayed throughout the provider portal for all of your online activities, whether you're accessing the main page, banking, or new features such as the ability to request to merge or associate your accounts.

If you're looking for support or have questions about the provider portal and your account, you will need your TELUS provider ID that is found at the top middle of the provider portal. If you have questions about billing WSIB, you will need your WSIB provider ID found at the top of any bill or form submitted to WSIB.

Learn more.

If you submit bills to the WSIB either by fax or mail, we encourage you to switch to online billing and direct deposits, and to take advantage of the many new features and benefits on the provider portal today.

For more information, read our FAQs and other resources.
Contact us if you have any questions:
1-866-240-7492 or **provider.mgmt@telus.com**