

# WSIB services



The Workplace Safety and Insurance Board (the WSIB) is committed to providing a health services management solution that makes it easier for both people with claims and health care providers throughout the recovery and return-to-work process. It's about access to the right care, from the right providers, at the right time.

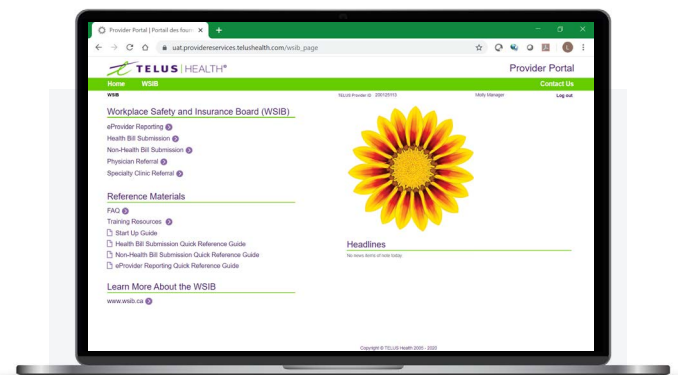
The WSIB services on the TELUS Health provider portal are easier and more efficient than ever. You have the convenience of our online billing services in real time and at any time. We're here to help you spend less time on paperwork, and more time on doing what matters most – helping people with workplace injuries and illnesses.

We're pleased to provide you with a suite of applications to better suit your business needs and ultimately support your clients.

## Features of the TELUS Health provider portal

The TELUS Health provider portal is an efficient and secure way for you to register, bill and get paid for WSIB services. The key features available for you include:

- Access all of your accounts through just one account
- Add or manage your users without relying on TELUS support
- Make associations between head offices, organizations and providers to streamline billing and payments
- Manage all banking information directly in the portal and add bank accounts to your locations
- Request to merge your accounts



TELUS Health provider portal.  
**Easier and more efficient  
than ever.**



## Getting started

Depending on the type of service you provide, you may have access to one or more applications. To start using the WSIB services below, login to the [TELUS Health provider portal](#).

## Banking and direct deposit

You can manage all of your banking information directly in the portal, using the Email and Banking application. Your account will be confirmed through the system. You also have the flexibility to add a bank account for each of your locations, or have one account for all locations.

Be sure to set up direct deposit so you can submit bills and get paid electronically. To set up direct deposit, go to the provider portal homepage and select Email and Banking Information.

## Registration and associations

During registration, you can make associations between head offices, organizations and providers to [centralize billing](#) and payments.

Making associations means the ability to connect your head office profile with multiple organizations and your organization profile with multiple providers. In certain situations, you may need to create these associations so you can continue to successfully bill the WSIB for your services.

Using the association feature on the provider portal is quick and easy. Go to the homepage and select from the choices listed below:

- **Register a head office**

You can register a head office so that you can bill on behalf of your organizations without having to log in to each one. Head offices must be associated to at least one organization, but direct associations between head offices and providers are not possible.

- **Associate to a head office**

Organizations have the option to associate to a head office that has already been registered. To associate a head office, use Associate to a Head Office on the provider portal homepage.

- **Associate to an organization**

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, you can use Associate to an Organization on the provider portal homepage.

- **Associate a provider**

Organizations may need to associate at least one provider, depending on their role, and can associate multiple providers if desired. If an organization wants to add additional associations with their existing providers, or create and add new providers, you can use Associate to a Provider on the provider portal homepage.

## User management

You can add or manage your users without relying on TELUS support. If you wish 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. For example, if a user will be submitting bills, you can limit their access to bill submission without giving them access to your banking information.

To add or manage your users, go to the provider portal homepage and select User Access and Permissions under the “Provider Management” section.

## Merging your accounts

As a new provider, you have one account and one set of credentials for logging into the provider portal. However, if you have multiple accounts on the provider portal that you wish to combine, you can do so using Merge Accounts on the provider portal homepage.

Once merged, key information from both accounts such as your roles, and service locations (independent providers) and provider list (organizations) will be combined and available under the one merged account.

When logging into the provider portal, you will need the username, password and TELUS provider IDs for both accounts you want to merge.

## Change management

Changes to your provider, organization or head office profile that are not yet available for self-service can be requested through the change management application. These include changes to your address, accessibility features, business hours, disassociations and more.

You can access the change management application using Other Profile Updates on the provider portal homepage.

## Submitting bills

The Health and Non-Health Bill Submission applications allow you to:

- Submit electronic bills
- Void/update submitted bills
- Make bill and payment inquiries, and use direct deposit
- View online remittance statements

## Submitting forms

You can also submit reports (Forms 8, 26 and FAF) to the WSIB online using the eProvider reporting application. Once these reports are received, a bill will automatically be generated to save you time.

The eProvider reporting application is available for use by physicians, chiropractors, physiotherapists and nurse practitioners, or health facilities where these health professionals practice.

Together, the eProvider reporting and the health bill submission inquiry allows you check your bill payment status 24 hours a day, 7 days a week.

To access these applications, go to the provider portal homepage and select WSIB under “Select the Service” at the top of the page.

Quick reference guides for health and non-health bill submissions, and eProvider reporting are available on the WSIB page of the TELUS Health provider portal under [Reference Materials](#).



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](mailto:provider.mgmt@telus.com)

