

This document applies to you if you are an organization no longer working with a provider to whom you had previously associated.

It is important to disassociate when you terminate relationships with providers as this will ensure billing accuracy. You can request disassociations using the Change Management website following the steps below. Once the disassociation is requested by you and processed by the TELUS provider management group (PMG), it will no longer be possible to submit bills for the disassociated provider for services performed after the disassociation date

### **Step 1:** Access the Change Management website.

Access the change management website by clicking the **Other Profile Updates** link under **My Profile** on the provider portal homepage.

My Profile	
Manage your profile details by u	sing the following links.
Email and Banking Inform	mation 🔊
Change Password 📎	
Other Profile Updates 🔊	



	Welcome to the TELUS
	Health Provider Profile
and the second second	Change Management
	page.
	1.0.
	You can update your individual or business information. The type of changes that can be done hare include:
	<ul> <li>Modifying independent providers and business</li> </ul>
and the second	Editing and removing associate providers.
	<ul> <li>Add, remove and edit address information</li> </ul>
	<ul> <li>Remove associations between businesses and need offices</li> </ul>
Select your profile type	Select the service you are registered to
independent provider 0	eClaims Ø
Business or clinic	VISIE O
O Head office 0	
What do you want to do today? Select one or more items	
Manage business name and contact information	Manage business address information and hours
Modify or remove providers and their roles	Disassociate from a head office
Add providers to a clisic on the Provider portal home ecreen	Request an association to a head office in the Provider ports: home acresit
Add or remove users	
Deactivate my profile(s)	
Effective date to apply these changes	
10/01/2018	
	Next step

### Step 3: Identify yourself.

Identify yourself by entering your TELUS Provider ID or your WSIB Provider ID (if applicable) along with other identifying details. Your TELUS and WSIB Provider ID (if applicable) were included in your welcome package. You can also find your TELUS Provider ID in the top right hand corner of the Provider Portal and your WSIB Provider ID (if applicable) in the Provider Information section of the submit payment screen when submitting bills.

You must agree to the statements at bottom of the screen.

Click the **Next step** button.

Modify or remove p	roviders and their roles
What do you want to do?	
Remove current provider(s)	
Add, remove, modify provider role(s) a	and their licenses
*Add new providers to your clinic from the n	nain page of the Provider portal
Remove current provider(s)	
Provider to be removed 🕚	
First name	Last name
Remove another current provid	der
Previous step	Next step

# **Step 2:** Select your profile type, service, the type of change and the effective date.

Select the:

- Profile type: Business/Clinic,
- Applicable service(eClaims or WSIB),
- Changes you wish to make: **Modify or remove providers and their roles**
- Effective date of the change.

Click the **Next step** button.

0			
	WSIB Provider I digit number	D 0	
rectaent we may read to o	ontact you		
	Las	Iname	
answers are true and c	omplete to the best of	my knowledge.	
	a request we may need to o	Angueri es may need to contact you	Integrate we may need to confact you

## **Step 4:** Enter the name and address of the organization to disassociate.

To disassociate your provider, select **Remove current provider(s)** and enter the provider's first and last name. If you have more than one provider to disassociate, click the purple **Remove another current provider** button.

You can also use this workflow to edit your providers; information on all possible change requests can be found in the complete user guide. See the "**To learn more**" section at the end of this document.

Click the **Next step** button when you are finished.

Effective date 10/03/2020	🗹 Edit
Identification	
TELUS Provider ID 123456789 Molly Manager molly.manager@abcclinic.com	🗹 Edit
Disassociate from a head office	
Remove association ABC Medical Centre	🗹 Edit
800 Bloor Street West Toronto, Ontario Canada M6S 4W2	

### **Step 5:** Review your information.

Review your information. If you need to make any changes, click the **C** tent icon on the appropriate section. When you are satisfied with your information, click the **Confirm and send** button.

#### Step 6: Record your confirmation details.

Your request is now complete and has been transmitted to the TELUS provider management group. Note or print your confirmation number for your records.

Management page	
Management page.	
Your change request has been received and will take approximately 10 business days to be processed. You will receive a confi once your request has been processed.	mation email
Your confirmation reference number ia: 20180307 - 0000070832	
Please email provider.mgmt@talus.com with your reference number for a status update if it has been longer than 10 business o submitted your request. Please note that status updates will not be answered if it has not been longer than 10 business days.	lays since you

### Learn more

To access the complete user guide for the Change Management website, browse to the application as described in Step 1. The link to the user guide is located in the top right-hand corner of the site.



