

Electronic Extended Health Care Claim Submissions

Provider claim submissions and access to online remittance advice

BACKGROUND

Express Scripts Canada (ESC) adjudicates electronic extended health care (EHC) claims submitted via the TELUS Health provider portal for Group Medical Services/GMS Insurance Inc., Cowan Insurance and Johnson Insurance.

The TELUS Health provider portal includes a central platform for submitting electronic EHC claims and enrolling for direct deposit payments. For EHC providers, Express Scripts Canada **does not** set up direct deposit information or enroll providers for the submission of electronic claims.

QUESTIONS AND ANSWERS

Section A – Claim submissions

Q1. How do I enroll to submit electronic EHC claims?

- For help submitting electronic EHC claims, please contact TELUS Health at 1 866 240-7492 or visit the [TELUS Health provider portal](#).

Q2. Why is Express Scripts Canada not an option when submitting claims using the TELUS Health provider portal?

- Express Scripts Canada is not an insurer. It is a third party to the relationship between its clients (insurers) and the client's plan members.
- When submitting electronic claims, please submit claims through the insurer associated with the member (e.g., Group Medical Services/GMS Insurance Inc.).

Q3. Do I need to enroll as an EHC provider with Express Scripts Canada to submit electronic claims?

- No. Express Scripts Canada does not enroll EHC providers for the submission of electronic EHC claims.
- For help submitting electronic EHC claims, please contact TELUS Health at 1 866 240-7492 or visit the [TELUS Health provider portal](#) for more information.

Q4. Can I reverse claims online?

- Yes, you can reverse a claim online through the [TELUS Health provider portal](#) on the same day you made the original claim.
- Note: Pending claims are not reversible online. To reverse a pending claim, please call the ESC Provider Contact Centre at 1 800 563-3274.

Section B – Claim remittance advice (including online access)

Q5. Can I access the online provider remittance advice (i.e., the provider statement) if I am not set up for direct deposit?

- No. The online provider remittance advice is only an option for EHC providers who have enrolled for both electronic claim submissions – **and** direct deposit payments – with TELUS Health.
- For help with direct deposit setup, please contact TELUS Health at 1 888 709-8759 or visit the [TELUS Health provider portal](#).
- For tools, resources and training on submitting electronic EHC claims, please contact TELUS Health at 1866 240-7492 or visit the [TELUS Health provider portal](#) for more information.

Q6. How do I modify, confirm or enroll for direct deposit?

- For help with direct deposit setup, please contact TELUS Health at 1 888 709-8759 or visit the [TELUS Health provider portal](#) for more information.

Q7. How do I view the provider remittance advice online (i.e., the provider statement)?

- To view the provider remittance advice online, providers must enroll for both electronic claim submissions – **and** direct deposit payments – with TELUS Health.
- In addition,
 - For new group accounts:
 - To access multiple provider remittance advice (i.e., for multiple providers) through one username and password, please complete and submit the EHC Group User ID request form available here: express-scripts.ca/health-care-downloads-and-resources.
 - A group username and password will be created and communicated to the office in writing.
 - For new individual accounts:
 - Following the first electronic submission of a claim for reimbursement (through the carrier e.g., Group Medical Services), Express Scripts Canada will communicate to providers, in writing, indicating the procedures for setting up accounts to access remittance advice online.
 - An individual username and password will be created and communicated to the provider in writing.

Q8. How long does it take to process new accounts?

- In addition to the mailing times associated with your postal code, please allow for 10 business days from the date of the electronic submission of a claim or the submission of a group request form.

Q9. It has been 10 business days since my first electronic submission of a claim or the submission of a group request form for a new group. I do not seem to have access to my account. What can I do next?

- To view the provider remittance advice online, providers must enroll for both electronic claim submissions – **and** direct deposit payments – with TELUS Health.
- To initiate a follow-up (after the mailing times associated with your postal code and the processing time have both elapsed), please call the ESC Provider Contact Centre at 1 800 563-3274. The Provider Contact Centre is open Monday to Friday from 8 a.m. to 10 p.m. (ET) and on Saturdays from 8 a.m. to 5 p.m. (ET).
- If your follow-up request is still not initiated, you may send an inquiry via email to the Express Scripts Canada Provider Relations department at ProRelationsTOR@express-scripts.com. Always include accurate information including provider numbers and office information in your inquiry.

Q10. I forgot my username and/or password to access my provider remittance advice (i.e., provider statement) online. What should I do?

- The provider remittance advice portal includes an option for forgotten usernames and forgotten passwords:
 - Go to escstatement.ca.
 - Indicate either “Forgot username” or “Forgot password”.
 - Follow the prompts.
 - Information to reset the password will be sent to the email address associated with the account.

Q11. I have my username and password. I am a new individual EHC provider. How do I log into the escstatement.ca website?

- To log into the escstatement.ca website as an individual provider, enter your password as well as your username and office ID in the format E#####-#### e.g., E123456789-234A.
 - The first letter “E” represents the provider type “E” for EHC.
 - # represents an 8-digit number and the 4-character alphanumeric office ID respectively.
 - Your individual username must always include “E”.
 - Both are required to log into the website combined (E123456789-234A).
 - Both are required to view the provider remittance advice online separated (E123456789 for username and 234A for the office ID).

Q12. I have my username and password. I am a group/office with access to view multiple statements via one username. How do I log into the escstatement.ca website?

- To log into the escstatement.ca website as a group/office, enter your password as well as your EHC group number in the format EHC##### e.g., EHC12450.
 - The # represents a number assigned by ESC. The number of digits varies for each group as assigned by ESC.
 - Your group username must always include “EHC”.

Q13. What is the frequency of direct deposit remittances?

- Direct deposit funds are remitted twice a month on the 5th and the 20th day of each month.
- There may be a delay in receiving the funds if there is a processing time requirement between your bank account and the remitting bank account.
- Claims adjudicated from the 5th to the 19th of each month are reflected in the amount remitted on the 20th.
- Claims adjudicated from the 20th to the 4th of each month are reflected in the amount remitted on the 5th.
- Note: If the remittance date falls on a holiday, funds will be remitted the following business day.

Q14. It is the 5th day of the month or the 20th day of the month and I have logged into my escstatement.ca account. There are no new statements even though I submitted claims during the applicable reimbursement cycle. Is there something wrong with my account?

- Processing times may vary for different banks when transferring funds from the remitting bank account to your bank account.
- The provider remittance advice (i.e., the provider statement) is posted after the funds have been transmitted to the provider accounts i.e., not on the same day.

Q15. I have logged into escstatement.ca. How do I view the provider remittance advice available online?

- To view the provider remittance advice available online,

- Under the **Statements** tab,
 - Indicate the individual provider username in the username field and the office ID in the office ID field.
 - Select a large date range using the calendar icons (e.g., the last one year).
 - Identify the applicable remittance advice corresponding to the reimbursement cycle.

Q16. When I try to log into escstatement.ca, why do I get the following error: “email address is already taken”?

- This indicates that the selected email address is already associated with an existing account.
- You must use a unique email address for each account.
- If an individual account is connected to one email address and a group account is required (to access the provider remittance advice for multiple providers at one office), the individual account and the group account must **each** be associated with a unique email address.
- In other words, one unique email address is required for the group account and one unique email address is required for each individual provider account.
- Please remove the email address from the first account if you want to associate the same email address with a second account.

Q17. Can I use the same email address for multiple accounts?

- No. If an individual account is connected to one email address and a group account is required (for multiple providers at one office), each account must be associated with a unique email address.
- Please remove the email address from the first account if you want to associate the same email address with a second account.

Q18. How do I add or remove providers from a group account?

- To add or remove providers, please complete and submit the EHC Group User ID request form indicating the providers to be added or removed from the group. The form is available here: express-scripts.ca/health-care-downloads-and-resources.

Q19. How long does it take to process a request to add or remove a provider?

- Please allow for 10 business days to process the request.

Q20. How can I confirm if a provider has been added or removed from a group account?

- Log into the escstatement.ca website using the group username and password.
 - Confirm that the provider has been added or removed from the account by searching for statements using:
 - the provider’s individual provider number;
 - the applicable office ID; and
 - a wide date range selected via the calendar icons (e.g., the last one year).

Q21. It has been 10 business days since I made a request to modify my group account. I have searched the escstatement.ca website as outlined above. What can I do next?

- To initiate a follow-up after the processing time has elapsed (i.e., after 10 business days), please call the ESC Provider Contact Centre at 1 800 563-3274. The Provider Contact Centre is open Monday to Friday from 8 a.m. to 10 p.m. (ET) and on Saturdays from 8 a.m. to 5 p.m. (ET).
- If your follow-up request is still not initiated, you may send an inquiry via email to the Express Scripts Canada Provider Relations department at ProRelationsTOR@express-scripts.com. Always include accurate information including accurate provider numbers and accurate office information in your inquiry.

Q22. It has been six months since I last logged in – or six months since I received access to my account. I used the correct username and password but cannot access my account. How can I resolve this?

- Accounts may be closed after 6 months of inactivity. After 6 months, you will need to request a new account.
- For group accounts:
 - To request a new group account, please complete and submit the EHC Group User ID request form available here: express-scripts.ca/health-care-downloads-and-resources.
 - A group account username and password will be mailed to your office following the processing time indicated on the form.
 - Note: Providers indicated on the group form must already be enrolled to submit claims electronically and must already be enrolled for direct deposit with TELUS Health.
- For individual accounts:
 - To request a new individual account, please call the ESC Provider Contact Centre to initiate the request.

Q23. When am I required to change my password?

- You will be required to enter a new password after you log in for the first time. For security reasons, the selected password must meet the following criteria:
 - contain at least eight (8) letters;
 - contain a mix of upper and lower case letters (i.e., at least one of each case); and
 - contain at least one (1) number and one (1) special character.
- In addition, passwords must:
 - be updated every six (6) months; and
 - cannot repeat any of the last six (6) passwords associated with the account.

Q24. I experience browser difficulties when accessing the escstatement.ca website. How can I resolve this?

- If you are experiencing issues accessing the website through Internet Explorer or Google Chrome, the following may apply.
- For Internet Explorer 11:
 - Go to the **Tools** option on the **Menu** bar.
 - Scroll down to the **Compatibility view setting**.
 - Ensure that the **Compatibility view setting** is disabled for escstatement.ca.
 - In other words, ensure that escstatement.ca is **not** included on the list of websites to which this setting applies.
- For Google Chrome:
 - By default, Google Chrome includes a built-in Chrome **PDF Viewer**.
 - When enabled, the PDF viewer allows for the viewing of PDF files within the browser.
 - To confirm if this setting is enabled or disabled, please visit: <https://support.google.com/drive/answer/2423485?hl=en>

Section C – Plan member coverage

Q25. Does ESC provide information regarding plan member/patient coverage?

- *No. Confidential member information, including coverage details, are not disclosed by ESC. For questions regarding plan member coverage, the plan member may choose to contact the carrier directly.*