

# How do I **disassociate** from my providers?



**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 using the following links.

[Email and Banking Information](#) >

[Change Password](#) >

[Other Profile Updates](#) >

## 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.

## 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.

## 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.

✓
Review my information

**Effective date**  
10/03/2020 ✎ Edit

**Identification**

**TELUS Provider ID**  
123456789 ✎ Edit

**Molly Manager**  
molly.manager@abcclinic.com

**Disassociate from a head office**

**Remove association** ✎ Edit

**ABC Medical Centre**  
800 Bloor Street West  
Toronto, Ontario  
Canada M6S 4W2

Cancel
Confirm and send

## Step 5: Review your information.

Review your information. If you need to make any changes, click the ✎ Edit 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.

### Thank you for using the TELUS Health Provider Profile Change Management page.

Your change request has been received and will take approximately 10 business days to be processed. You will receive a confirmation email once your request has been processed.

Your confirmation reference number is: **20180307 - 0000070632**

Please email [provider.mgmt@telus.com](mailto:provider.mgmt@telus.com) with your reference number for a status update if it has been longer than 10 business days since you submitted your request. Please note that status updates will not be answered if it has not been longer than 10 business days.

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## 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.

Help
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### Welcome to the TELUS Health Provider Profile Change Management page.

You can update your individual or business information. The type of changes that can be done here include:

- Modifying independent providers and business names as well as their contact information.