

Here are links to each providers registration to create your accounts:

Pacific Blue Cross

<https://service.pac.bluecross.ca/providerregistration>

Sunlife *Requires consent form by plan member* https://accs.sunlife.ca/s/login/SelfRegister?language=en_CA

Medavie Blue Cross: RCMP/VAC <https://www.medaviebc.ca/en/health-professionals/register>

Telus E-Health *existing claim members/some require consent*: Includes many but main used seem to be Manulife, Canada Life, Desjardins (*when you log in you will be able to see the list of all the other providers*) <https://registry.telushealth.co/>

Greenshields <https://www.providerconnect.ca/ProviderEnrolment/ProviderApplicationForms.aspx>

Log In

- Once you register and receive confirmation of your account, you'll get a link to the provider portal to sign in for submitting; I have this saved as tabs on my laptop to make it easier, but they are also saved as tabs on the front computer at the clinic

When to submit claims: everyone is different, it is what works best for you.

- I like to submit all my claims for the day first thing in the morning, so I know what coverage is provided and what's outstanding etc.
- Some practitioners will submit at the end of their appointment when the patient is present and then if there is any outstanding take the remainder of the payment then
- Some practitioners will do all their submitting at the end of the day (I've never liked this as if there is something outstanding, I am now having to get payment from the patient: some people just know who has what coverage or have a credit card on file and have the understanding from the patient that any remaining amount will be charged to the card).

How to submit claims:

Pacific Blue Cross

Step 1 – Log In

PROVIDERnet Sign-In - Pacific Blue Cross

service.pac.bluecross.ca/ACESWeb/Pages/Authentication/SignIn.aspx?logout=1&userType=4

The Healing Oak | Inbox - kellybcrmt... | TELUS Health | Pacific Blue Cross | Sunlife | Green Shields | Medavie | CMTBC | Prime Music

PACIFIC BLUE CROSS

Email Address
kellybcrmt@gmail.com

Password
.....

SIGN IN

By signing in, you agree to the [terms and conditions](#) in our legal notice.

[Activate your account](#)

Health Service Providers

Sign in to:

- Insta-Claim
- Set up bank direct deposit
- View claim statements
- Do a Claim Reversal

Not sure you're in the right place? →

Not logging in as a Health Service Provider?

Plan Member →

Plan Administrator →

Step 2 – Go to the claims tab and click submit

PACIFIC BLUE CROSS

PROVIDERnet

Home | Eligibility | **Claims** | Account | Contact | Sign Out

Welcome, **Kelly Yannacopoulos**

Mon Oct 24, 2022 7:47pm

View your claim activity ...
View and download claim statements

Submit

Messages

- ✉ We've updated our Privacy Policy & opted you in to get personalized advertising
- ✉ First Nations Health Authority Clients Affected by Wildfire Evacuations
- ✉ You could win \$500 in Health Cash

Task and Resource Launcher

- Member Eligibility Lookup**
Confirm current status of coverage
- Claim Statements**
Retrieve and view your claim statements
- Edit Direct Deposit Info**
Manage your claim payment direct-deposit banking information

Step 3 – Select your location and practitioner

PACIFIC BLUE CROSS

PROVIDERnet

Home | Eligibility | **Claims** | Account | Contact | Sign Out

Welcome, **Kelly Yannacopoulos** Location: **Kelly RMT**

Mon Oct 24, 2022 7:48pm

Submission

1 Preparing 2 Patient Expenses 3 Review and Submit

Please select the practitioner who provided the services.

Office: Kelly RMT (1008050): 101 - 7408 Vedder Road

Practitioner: KELLY YANNACOPOULOS (BCH009771)

Next **Cancel**

Your use of online claims is subject to your agreement with our [Terms and Conditions](#).

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Step 3 – Enter patients' policy and member number to look up members under the plan

Home | Eligibility | **Claims** | Account | Contact | Sign Out

Welcome, **Kelly Yannacopoulos** Location: **Kelly RMT**

Mon Oct 24, 2022 7:48pm

Submission

1 Preparing 2 Patient Expenses 3 Review and Submit

Member Lookup

Policy ✓

ID Number ✓

Status Number ✓

PHN ✓

Search **Clear**

Cancel

Your use of online claims is subject to your agreement with our [Terms and Conditions](#).

Click search to see the eligible members under the plan

Step 4 – Follow the prompts on the screen to submit the information

Submission

1 Preparing 2 **Patient Expenses** 3 Review and Submit

Claim Details

Claimant: [Redacted]
 Benefit: Massage
 Type of expense: Registered Massage 30 Minutes - Subsequent Visit
 Date of purchase/service: 10/13/2022
 Amount claimed: 120
 Amount paid by public or provincial plan: [Redacted]
 Has this expense been submitted to another insurance plan?: No
 Nature of illness/injury: Massage

☐ Do you have a physician referral on file? (if applicable to this plan)

Next **Cancel**

Step 5 – Confirm the submission

Submission

1 Preparing 2 Patient Expenses 3 **Review and Submit**

Your Expenses

Claimant	Benefit	Type of Expense	Date	Amount	Illness/Injury
[Redacted]	Massage	Registered Massage 30 Minutes - Subsequent Visit	Oct 13, 2022	\$120.00	Massage

Claim Total \$120.00*

Add Another Expense

* This is your claimed amount. The amount paid will depend on the adjudication of your claim including any deductible, plan limits, or coinsurance percentages based on the provisions of your plan.

☐ I confirm all the information above is correct and I have read and agree to the [Member Consent and Declaration](#).

Cancel

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Step 6 – With PBC it will show the amount covered after confirming the submission however, it is important to then after the submission to go to **Claim History/Claim Reversal** and check that there is not additional coverage. (This is something specific to PBC as I have never come across this in another provider)

Submission

1 Preparing 2 Patient Expenses 3 **Review and Submit**

Please select the practitioner who provided the services.

Office
 Kelly RMT (1008050): 101 - 7408 Vedder Road

Practitioner
 KELLY YANNAPOULOS (BCM009771)

Next **Cancel**

Your use of online claims is subject to your agreement with our [Terms and Conditions](#).

This will show all the submissions that have been made and if there is additional coverage you will see the persons name twice with two separate amounts

Show Claims Within1 Month

Service Date Range09/24/2022To10/24/2022

OrClaim ID

OrPreD (Preauth) ID

SearchClear All

Service Date	Claimant	Expense/Item	Provider	Practitioner	Amount Claimed	Amount Paid	Paid Date	
Oct 21, 2022	[REDACTED]	84816-Registered Massage 60 Minutes and Up - Subsequent Visit	Kelly RMT	KELLY YANNAKOPOULOS	\$120.00	\$0.00	Oct 21, 2022	Details
Oct 21, 2022	[REDACTED]	84816-Registered Massage 60 Minutes and Up - Subsequent Visit	Kelly RMT	KELLY YANNAKOPOULOS	\$120.00	\$120.00	Oct 21, 2022	Details
Oct 21, 2022	[REDACTED]	84826-Registered Massage 60 Minutes and Up - Initial Visit	Kelly RMT	KELLY YANNAKOPOULOS	\$120.00	\$96.00	Oct 21, 2022	Details
Oct 20, 2022	[REDACTED]	84814-Registered	Kelly	KELLY	\$100.00	\$94.50	Oct 21,	Details

Sunlife

Step 1 – Log In

Hybcrmt... TELUS Health Pacific Blue Cross Sunlife Green Shields Medavie CMTBC Prime Music



Lumino Health

kellybcrmt@gmail.com

.....

By signing in, you agree to these Terms & Conditions

Sign in

[Sign in help](#)

English

Step 2 – Submit a claim

eClaims options

Submit a claim

Submit a claim on behalf of a plan member or their dependent.

Get started

Claims history

View claims history or void a same-day claim.

View

Provider details

Manage providers

Add or update provider-specific details, including eligible features.

Manage

Step 3 – Enter plan member information *if the claim is being submitted for a dependent a prompt will come up after pressing next and will ask you for the dependent’s information*

Enter plan member information

First name

Last Name

Date of birth (mm-dd-yyyy)

Contract number

Member ID

Is this claim for a plan member or a dependent?

☐ This claim is for a plan member ☐ This claim is for a dependent

Cancel

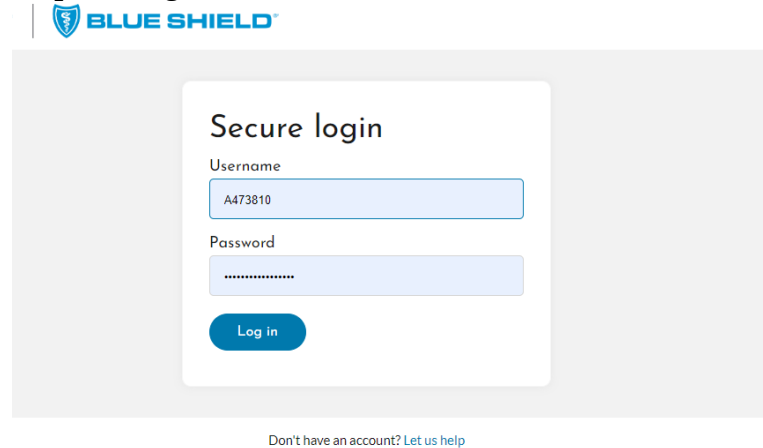
Next

Step 4 – Continue through the prompts: ones that are required will have an * - much like PBC you just put in your amount being processed and your information (i.e. treatment length etc)

Step 5 – Confirm and submit – once this is completed it will show how much was covered for the visit (it will say what is covered and also tell you what the patients owe for the remaining amount)

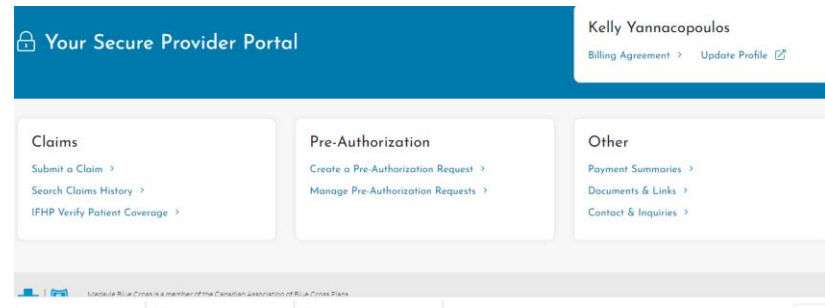
Medavie Blue Cross: RCMP/VAC *I don't bill to VAC but it is the same process as RCMP*

Step 1 – Log In



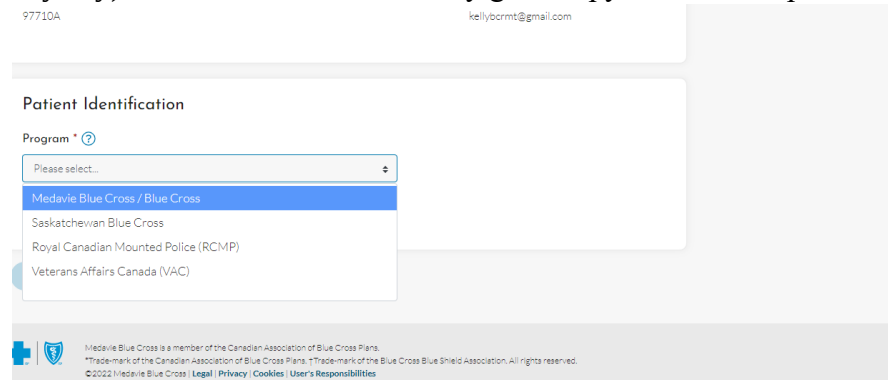
The login form is titled "Secure login" and is set against a light gray background. It features a white box containing the following elements: a "Username" label above a text input field with the value "A473810"; a "Password" label above a text input field with masked characters "*****"; and a blue "Log in" button. Below the login box, there is a link that reads "Don't have an account? [Let us help](#)".

Step 2 – Submit a claim



The dashboard has a blue header bar. On the left, it says "Your Secure Provider Portal" with a lock icon. On the right, the user's name "Kelly Yannacopoulos" is displayed, along with links for "Billing Agreement" and "Update Profile". The main content area is divided into three columns: "Claims" (with links for "Submit a Claim", "Search Claims History", and "IFHP Verify Patient Coverage"), "Pre-Authorization" (with links for "Create a Pre-Authorization Request" and "Manage Pre-Authorization Requests"), and "Other" (with links for "Payment Summaries", "Documents & Links", and "Contact & Inquiries"). A footer bar contains the Medavie Blue Cross logo and the text "Medavie Blue Cross is a member of the Canadian Association of Blue Cross Plans."

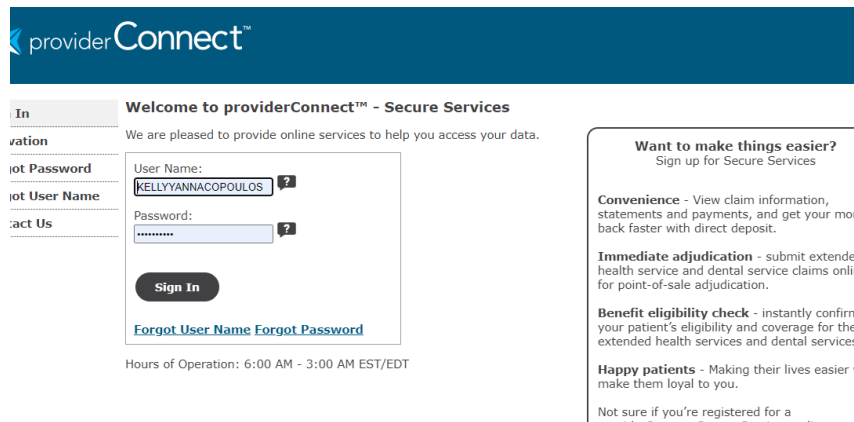
Step 3 – Select the program type – enter patients identification number and follow the prompts just like the other portals. This one asks you to break down your pricing (i.e. base price + GST) and will have a section for both. It also usually requires the patient to have a doctors referral (for massage anyway) – if that's the case I usually get a copy of have the patient do self submission if their note is not already on file.



The form is titled "Patient Identification" and is set against a light gray background. It features a white box containing the following elements: a "Program" label with a question mark icon above a dropdown menu; the dropdown menu is open, showing a list of options: "Please select...", "Medavie Blue Cross / Blue Cross" (highlighted in blue), "Saskatchewan Blue Cross", "Royal Canadian Mounted Police (RCMP)", and "Veterans Affairs Canada (VAC)". Below the form, there is a footer bar with the Medavie Blue Cross logo and the text "Medavie Blue Cross is a member of the Canadian Association of Blue Cross Plans. **Trade-mark of the Canadian Association of Blue Cross Plans. *Trade-mark of the Blue Cross Blue Shield Association. All rights reserved. ©2022 Medavie Blue Cross | [Legal](#) | [Privacy](#) | [Cookies](#) | [User's Responsibilities](#)".

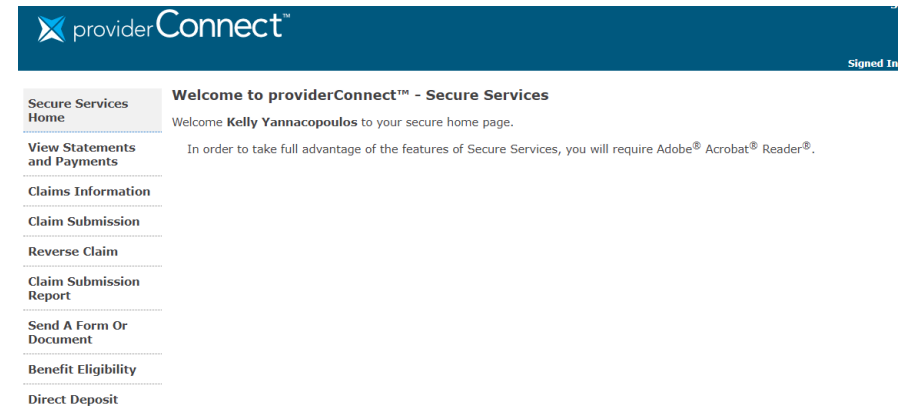
Green Shields

Step 1 – Log In



The screenshot shows the providerConnect™ Secure Services login page. The header is dark blue with the providerConnect™ logo. Below the header, there's a navigation bar with links: In, vation, ot Password, ot User Name, and act Us. The main content area is white. On the left, there's a login form with fields for User Name (containing 'KELLYYANNACOPOULOS') and Password (masked with dots). Below the fields is a 'Sign In' button and a link for 'Forgot User Name Forgot Password'. To the right of the login form, there's a section titled 'Want to make things easier?' with a link to 'Sign up for Secure Services'. Below this, there are three bullet points: 'Convenience' (View claim information, statements and payments, and get your money back faster with direct deposit), 'Immediate adjudication' (submit extended health service and dental service claims online for point-of-sale adjudication), and 'Benefit eligibility check' (instantly confirm your patient's eligibility and coverage for the extended health services and dental services). At the bottom, there's a link for 'Happy patients' (Making their lives easier with make them loyal to you). The footer shows 'Hours of Operation: 6:00 AM - 3:00 AM EST/EDT'.

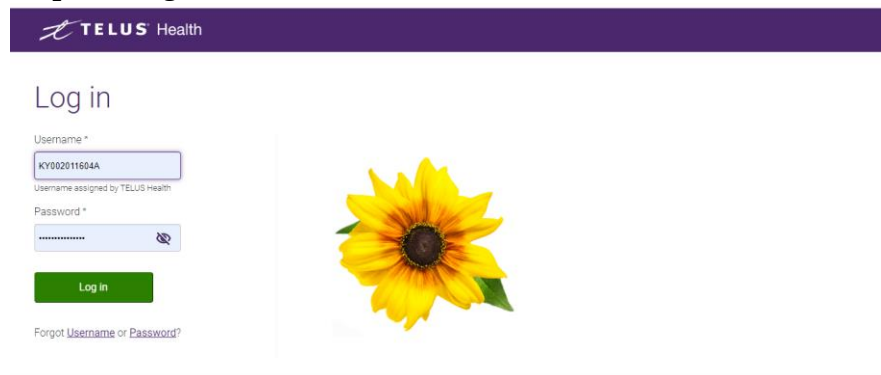
Step 2 – Click Claim Submission then follow prompts like all other portals



The screenshot shows the providerConnect™ Secure Services dashboard. The header is dark blue with the providerConnect™ logo and a 'Signed In' indicator. Below the header, there's a navigation bar with links: Secure Services Home, View Statements and Payments, Claims Information, Claim Submission, Reverse Claim, Claim Submission Report, Send A Form Or Document, Benefit Eligibility, and Direct Deposit. The main content area is white. On the left, there's a sidebar with the same navigation links. The main content area has a section titled 'Welcome to providerConnect™ - Secure Services' with a message: 'Welcome Kelly Yannacopoulos to your secure home page.' Below this, there's a message: 'In order to take full advantage of the features of Secure Services, you will require Adobe® Acrobat® Reader®.'

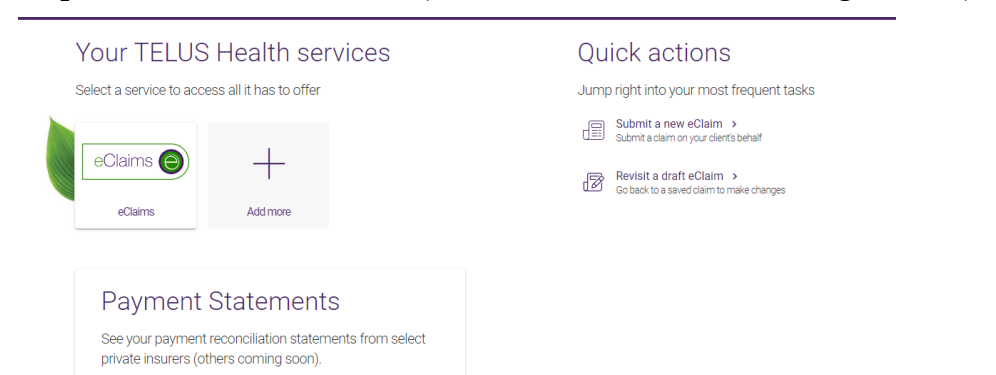
Telus Health

Step 1 – Log In



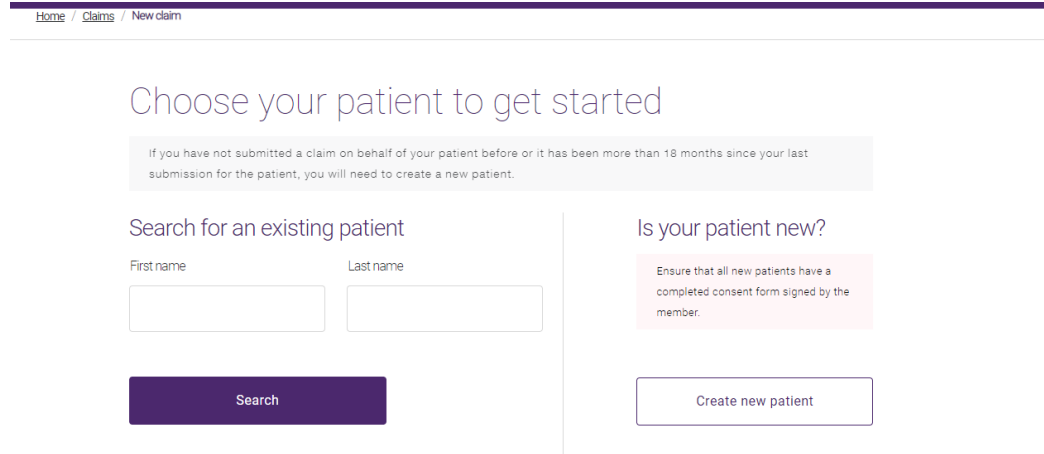
The screenshot shows the TELUS Health login page. The header is dark purple with the TELUS Health logo. Below the header, there's a navigation bar with links: Log in, Username assigned by TELUS Health, Password, and Log in. The main content area is white. On the left, there's a login form with fields for Username (containing 'KY002011604A') and Password (masked with dots). Below the fields is a 'Log in' button and a link for 'Forgot Username or Password?'. To the right of the login form, there's a large image of a yellow flower.

Step 2 – Submit a new eClaim (or click the eClaims box w/ the green leaf)



The screenshot shows the TELUS Health services dashboard. The header is dark purple with the TELUS Health logo. Below the header, there's a navigation bar with links: Your TELUS Health services, Quick actions, and Payment Statements. The main content area is white. On the left, there's a sidebar with the same navigation links. The main content area has a section titled 'Your TELUS Health services' with a message: 'Select a service to access all it has to offer'. Below this, there's a grid of service tiles: 'eClaims' (with a green leaf icon) and 'Add more'. To the right, there's a section titled 'Quick actions' with a message: 'Jump right into your most frequent tasks'. Below this, there are two links: 'Submit a new eClaim' (with a right arrow) and 'Revisit a draft eClaim' (with a right arrow). Below the 'Quick actions' section, there's a section titled 'Payment Statements' with a message: 'See your payment reconciliation statements from select private insurers (others coming soon).'

Step 3 – Choose new or existing patient (if you’ve submitted then once when you click existing it will bring up all the patient’s info and previously submitted treatment types). From here follow the prompts the whole way through just like all other portals.



The screenshot shows a web portal for selecting a patient. At the top, there is a breadcrumb trail: Home / Claims / New claim. Below this is a heading "Choose your patient to get started". A grey informational box states: "If you have not submitted a claim on behalf of your patient before or it has been more than 18 months since your last submission for the patient, you will need to create a new patient." The interface is split into two columns. The left column is titled "Search for an existing patient" and contains two input fields labeled "First name" and "Last name", followed by a dark blue "Search" button. The right column is titled "Is your patient new?" and contains a pink box with the text "Ensure that all new patients have a completed consent form signed by the member." and a light blue "Create new patient" button.

Member Coverage

I have not investigated if we can see how much coverage a patient has left, there may be a way and it may just take some browsing on each provider’s site or contacting support. I have always told my patients that I don’t have access to this and to check through their log in portals to see how much remaining coverage they have for the year as I personally don’t want to take on an added task and like to leave that responsibility with them 😊

Downtime

Occasionally the portals to providers are down and you cannot submit, this is most common with Sunlife, other portals have scheduled maintenance, but they usually give a disclaimer and do it in the evenings. Everyone is different on how they deal with this: some practitioners will just submit once the portal is up and running and deal with any outstanding fees etc. Personally, I have a disclaimer on my intake form that explains if a portal is down payment is needed in another form and a receipt will be provided to them for self submission.

Multiple Plans

Some patients have coverage under multiple carriers. In this case you will submit to the primary carrier first (i.e., Sheila has PBC and her husband Andy has SunLife = first submit to PBC then submit to SunLife as a dependant). In this case where the prompt asks if this plan is covered by any other carrier say yes on the 2nd submission and it will ask the amount that has been covered by the primary plan (i.e., if PBC covered \$50.00 for

Sheila, when submitting to SunLife mark yes for coverage and if it asks how much note the \$50 – SunLife will then show how much of the rest it will cover).

Saving Patients Billing Info in Jane App

Go to Billing -> Insurance policies -> New Insurance policy -> Select provider and put the policy and member numbers in – for some of the providers you can click the blue launch portal button under the policy number, and it will bring up the matching policy holder – but this is not necessary you can just save the numbers for yourself if you’re not submitting directly through Jane. I don’t personally do it through Jane much besides saving their numbers.

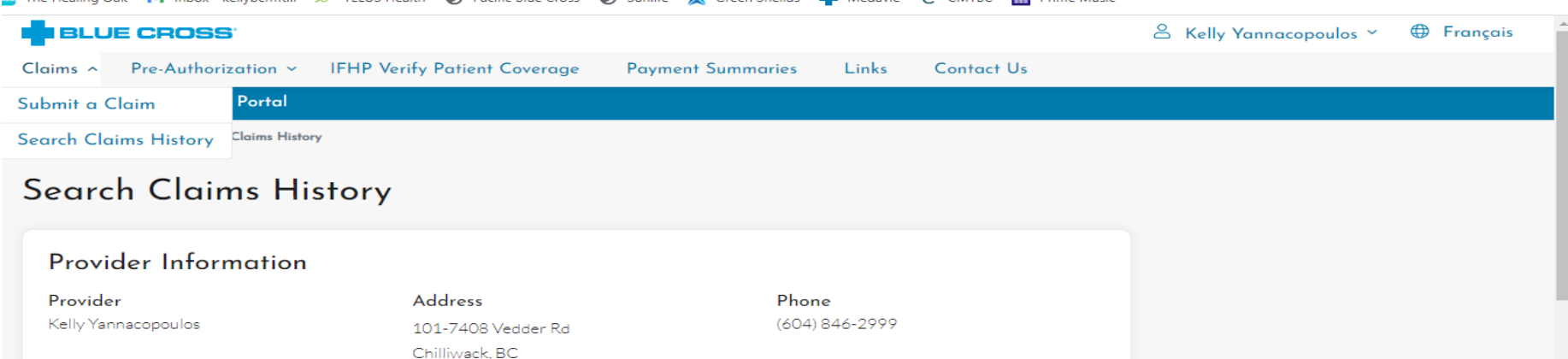
The screenshot shows the 'Billing' section of the Jane App. At the top, there are tabs for Profile, Edit / Settings, Chart, Appointments, Billing (selected), Messages, Files, and Groups. Below the tabs, there are eight summary cards: Total Bookings (5), Upcoming Appointments (0), No Shows (1), Month Since Last Visit (1), Claims Outstanding (\$0.00), Private Outstanding (\$0.00), Credit (\$0.00), and Private Balance (\$0.00). Below these cards, there are tabs for Purchases, Payments, Receipts, Credit Memos, Insurance Policies (selected), Credit Cards, and Packages & Memberships. A 'New Insurance Policy' button is located to the right of these tabs. Below the tabs, there is a search bar with a magnifying glass icon and a dropdown menu for 'All States'. To the right of the search bar is a 'Selected (0)' dropdown. Below the search bar, there is a table with columns: Name, Insurer, Claim #, Status, End Date, Adjuster, Claim Submissions, Billed, Paid, and Outstanding. The table is currently empty, and a message at the bottom of the table says 'Looks like there are no insurance policies here yet.' At the bottom of the screen, there are two tabs for 'Insurance Policies' and a 'Show all' button.

Issuing a Receipt

Everyone is different again; some practitioners will print out a receipt for the patient if need be – 100% of my patients are fine if I issue a receipt through the Jane App to their email. When selecting the form of payment for myself I just put ‘Insurer Cheque’ from the drop down – for me this works as it tells me it was covered via a submitted portal. Some people like to show the provider portal directly on Jane and show payment that way – I have never used this or liked it, so I am not much help there! Sorry!!

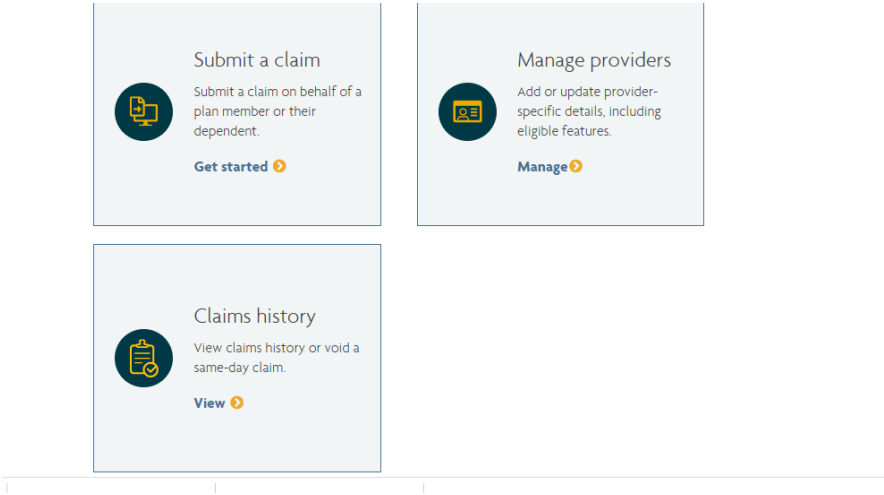
Medavie Blue Cross: RCMP/VAC

Go to Claims -> Search Claims History -> Click the reverse button at the desired claim



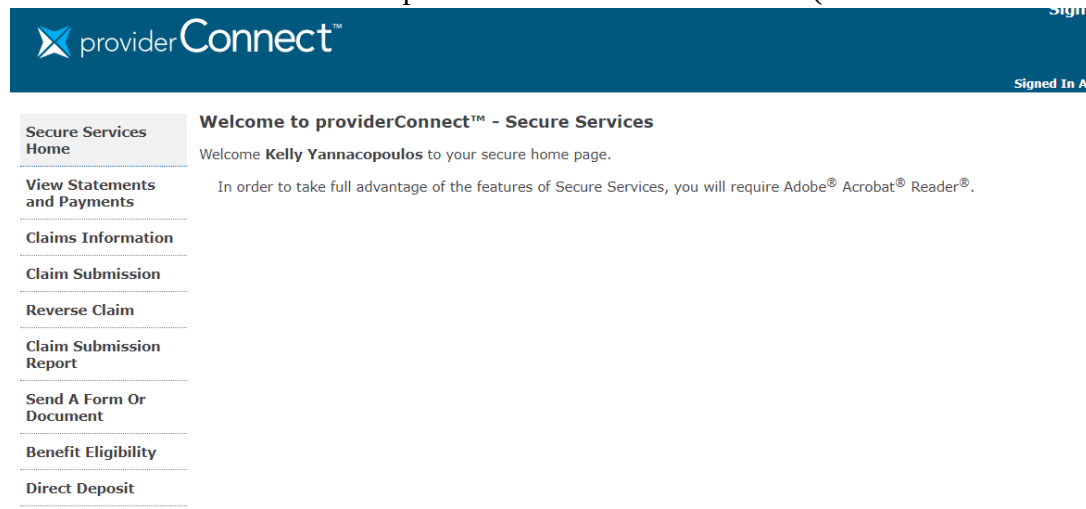
Sunlife

Go to Claims History -> Search the claim -> click void claim button

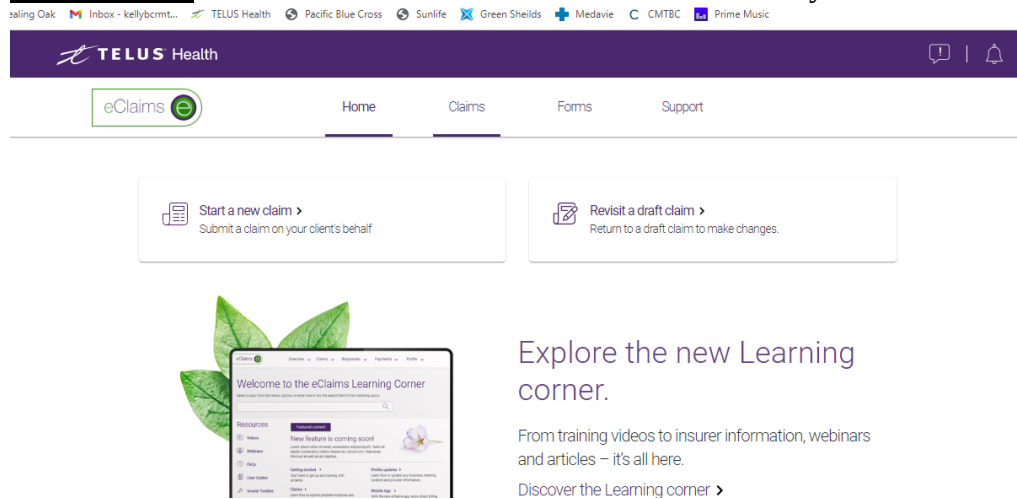


Green Shields

Go to Reverse claim -> look up desired claim -> search claim (Greenshields has a comment section to explain the reversal)



Telus Health -> Go to Claims -> it will show all claims history -> if a reversal is possible then click on the claim and the reverse button will be there



Hopefully this helps – any questions feel free to ask me anything when we see each other or to msg me kellybcrmt@gmail.com