

Canadian Benefit Providers (CBP) is pleased to offer TELUS **eClaims** for Provider claims submissions. **eClaims** allows providers to verify clients' insurance coverage, submit insurance claims electronically to participating insurers, and receive real-time adjudication, helping reduce clients' out-of-pocket costs, simplify the claims process, and minimize your credit card fees.

If you do not currently use TELUS eClaims in your practice, please register and complete the Electronic Funds Transfer (EFT) information. TELUS set-up validation can take between one to three weeks.

[Get started with eClaims today](#) 

- **Registration is free** and only takes a few minutes. Simply visit the link above!
- Before registering, confirm the requirements for your profession and location:
 - Profession eligibility by insurer
 - Approved licence issuers by role and province
 - Service updates and special registration requirements
 - Mandatory EFT and banking setup
- Complete and validate your banking information during registration. EFT is mandatory for direct payment. Your payments will continue to be processed by CBP on the current schedule. TELUS provides the submission platform and EFT banking setup but does not assume payment responsibility.

Who can submit eClaims

CBP accepts electronic claims from the following healthcare professionals, provided they are registered, and in good standing, with the provincial regulatory body or professional association:

- | | | |
|-----------------------|---------------------------|--------------------------------|
| • Acupuncturists | • Nutritionists | • Podiatrists |
| • Athletic Therapists | • Occupational therapists | • Psychologists |
| • Chiroprodists | • Opticians | • Psychotherapists |
| • Chiropractors | • Optometrists | • Registered Counsellors |
| • Dieticians | • Optical suppliers | • Social Workers |
| • Kinesiologists | • Osteopaths | • Speech therapists |
| • Massage Therapists | • Physiotherapists | • Speech language pathologists |
| • Naturopaths | | |

Coverage amounts and covered practitioners varies by plan

How to submit a claim

Enter the information from the patient's benefit card:

- Find "Canadian Benefit Providers" in the carrier drop down menu
- Enter the Plan number in the Policy field (numeric only)
- Enter the Certificate ID in the Member ID field (numeric only)

CANADIAN BENEFIT PROVIDERS			
FIRST NAME LAST NAME			
3RD PARTY	PLAN	CERTIFICATE ID	DEP. CODE
CBP	9992105	10041740700	00
RX CARRIER ID: 0		DENTAL CARRIER ID: 610202	
HELP DESK M-F 0700-1800 MT 1.855.944.9166 helpdesk@cbproviders.ca			
AIG Travel Insurance Travel Policy # SRG9150079 Toll Free (1)877.204.2017 or Collect (0)715.295.9967			

Viewing eClaim Submissions: *eClaims submissions may be viewed in the online portal under Past Transactions for the current or previous month.*

Frequently Asked Questions

How will I receive my payment?

Canadian Benefit Providers pays providers directly via the valid EFT information provided during registration with TELUS Health.

When will I receive my payment?

Payments are run on Tuesdays & Thursdays each week; payments can take 48-72 hours to be deposited into your bank account, depending on your bank's processing times.

Statements / Explanation of Benefits (EOB's)

Available on the eClaims portal the same day as payment.

Who do I contact?

Payments: Contact CBP's Help Desk by phone at 855-944-9166 or 780-944-9166 or via email at helpdesk@cbproviders.ca, Monday to Friday 8am - 6pm MT

Statements: Contact TELUS Health Support at 866-240-7492

Helpful links:

[CBP Knowledge Hub](#)

[Telus User Guides](#)

[TELUS demo videos](#)

[Submitting a Claim](#)

[Voiding a Claim](#)

[Understanding Insurer Responses](#)