

# Union Life Mutual to Telus | Assure Transition

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26/10/2017

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## Introduction

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TELUS Health/Assure recently provided communication to pharmacies indicating that claims for Union Vie/Life beneficiaries are no longer sent to ESI Canada as of October 10, 2017 and must be sent to TELUS Health/Assure.

Below is further information to assist pharmacies with the transition.

### Outstanding Insurance Cards

As stated in the TELUS Health | Assure communication, cards with the former ESI Canada logo will remain in circulation for a period of time. Over time, new cards with the TELUS Health/Assure logo will be issued.

In the meantime, whenever presented with a card for Union Life that includes the ESI logo, **please remember to enter the plan in the Kroll patient card as TELUS Health/Assure.**

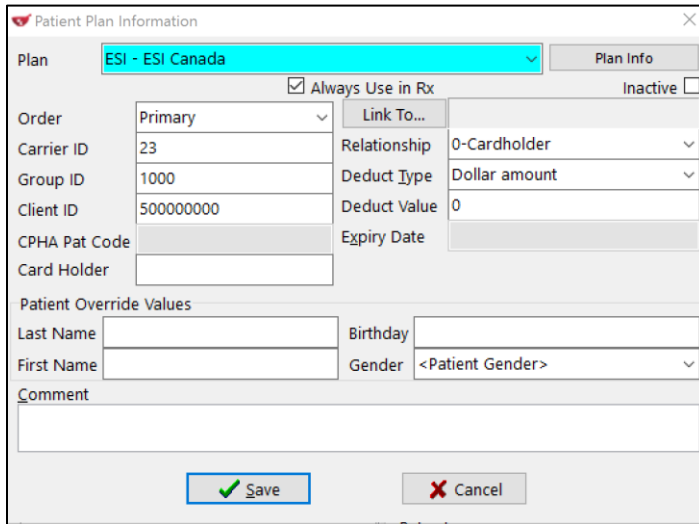
### Claims

When processing Union Vie/Life claims after October 10, 2017, if one is submitted in error to ESI Canada, a response message similar to what is noted below will display:

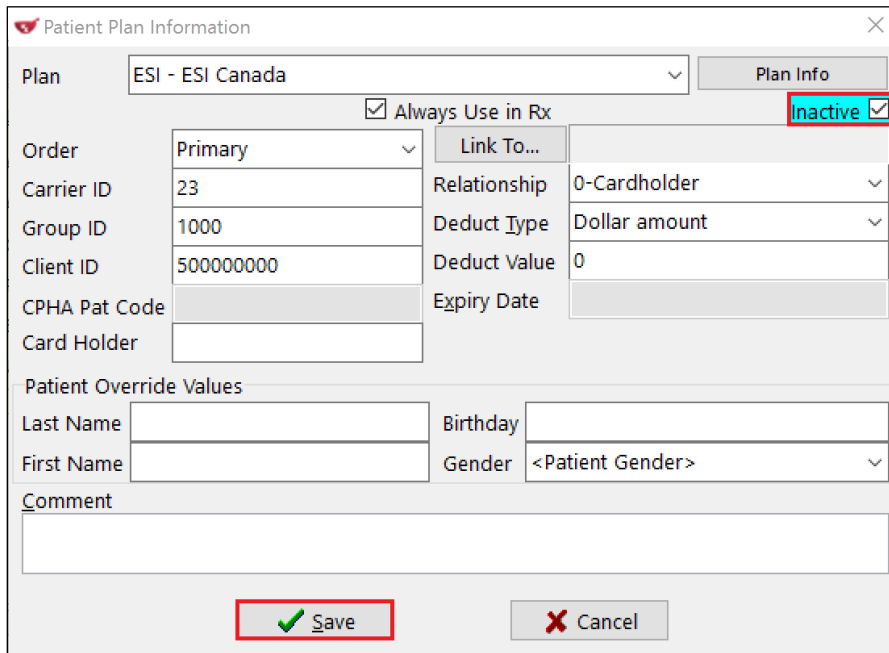
RESOUMETTRE LES TRANSACTIONS UNION-VIE  
RESEND UNION LIFE TRANSACTIONS  
VIA TELUS ASSURE INSURER / CARRIER 23

If you receive this message, please follow these steps:

1. Display the Patient Card. Display the ESI Canada Plan information for the patient.



2. Select **Inactive** to inactivate the ESI Canada plan and click **Save**.



3. In order to add the new Telus Health/Assure Plan to the patient card. Use the (1) **Carrier ID**, (2) **Group ID** and (3) **Client ID** values from the inactivated ESI Canada Plan.

4. When entering these values into the new TELUS Health/Assure Plan, please remembering the following:
  - a. Carrier ID remains the same.
  - b. If the Group ID is less than 6 digits in length, add enough leading 0's (zeros) to make it 6 digits.
  - c. Unlike the other TELUS Health/Assure Client ID's, do NOT add an issue number of '01' to the end of the Client ID.
  - d. When completed, the new plan screen should look similar to the image below.

The screenshot shows the 'Patient Plan Information' form with the following fields and callouts:

- Carrier ID:** 23. Callout: Carrier ID is the same as the ESI Plan.
- Group ID:** 001000. Callout: Group ID is the same as the ESI Plan except with enough leading zeros to make the value 6 digits in length.
- Client ID:** 500000000. Callout: Client ID is the same as the ESI Plan. For Union Life/Vie **ONLY**, do not add the '01' issue number as would be required for other insurers that deal with TELUS Health/Assure.

Other visible fields include: Plan (AHE - Assure), Order (Primary), Relationship (0-Cardholder), Deduct Type (Dollar amount), Deduct Value (0), CPHA Pat Code, Expiry Date, Card Holder, Patient Override Values (Last Name, Birthday, First Name, Gender), and Comment.

5. Once the new TELUS Health/Assure plan has been successfully added and saved to the patient card, return to the Rx Card under the 'Plans' tab and change the Plan being used to bill from ESI to TELUS Health/Assure. Retransmit the claim to TELUS Health/Assure.

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## Claim Reversal

Any claim reversal request submitted to Express Scripts Canada after October 9, 2017 will be rejected and a message similar to what is noted below will display:

RENVERSEMENT/CLAIM REVERSAL  
UNION VIE/LIFE: FAX: 819-474-1990  
CONTACTER / CALL: 800 567-0988 # 2069 /

In order to reverse the transaction, you must complete the 'Pharmacist Reversal Request' form provided by TELUS Health | Assure and then fax it to Union Vie/Life directly at the fax number noted in the response (819-474-1990). Unfortunately, these reversals CANNOT be managed electronically.

If there are any questions relating to Union Life reversals, please contact Union Vie/Life directly at:

Phone: 1-800-567-0988 extension 2069

Fax: 819-474-1990

Email: [group.claims@ulmutual.ca](mailto:group.claims@ulmutual.ca)

If there are further questions regarding the payment/processing of Union Vie/Life claims, please contact TELUS Health/Assure at 1-800-668-1608.

Finally, if you have questions about Kroll, please contact the Help Desk at 1-800-263-5876 or send an email to [support@kroll.ca](mailto:support@kroll.ca)