

# Notice of claims processor change



Starting October 24, 2020, Canada Life will accept file attachments (patient records) for electronically submitted claims and predeterminations.

To streamline the claim submission process, securely send patient records using the CDAnet Attachment transaction. This will improve turnaround time and may reduce postage and administrative expenses normally associated with mailing these documents.

You can take advantage of this opportunity by using your practice management software to transmit patient records such as x-rays and images along with the claim or predetermination. You may also transmit them later if Canada Life requests them. Talk to your software vendor to see what options are available to you.

## Action required

On or shortly after Oct. 24, 2020, change the settings in your practice management software for Canada Life to enable the Attachment transaction.

## Change details

Canada Life must be set up in your software as CDAnet version 4, TELUS Group B.

The following messages will be supported:

- Attachment (09) **NEW**
- Attachment Acknowledgement (19) **NEW**
- Claim (01)
- Claim Acknowledgement (11)
- Claim Explanation of Benefits (EOB) (21)
- Claim Reversal (02)
- Claim Reversal Response (12)
- COB Claim (07)
- Predetermination (03)
- Predetermination Acknowledgement (13)
- Predetermination Explanation of Benefits (EOB) (23)
- Request for Outstanding Transaction (04)
- Outstanding Transaction Acknowledgement (14)

Note: Multi-Page Predeterminations are **not** supported.

The following attachment types will be accepted:

<b>File Type</b>	<b>Description</b>
JPG	JPG File
DIC or DCM*	DICOM
TXT	ASCII Text File
DOC	Microsoft Word
TIF*	Tagged Image File
PNG*	Portable Network Graphic
BMP*	Bitmap Image File
PDF*	Portable Document Format
RTF*	Rich Text Format

\* These file types aren't listed in the CDAnet Message Formats and Standards but are still accepted.

## Help

For assistance with your practice management software, please contact your software vendor.

For all other inquiries, call us at 1-800-957-9777.