

November 25, 2020

## **IMPORTANT**

### **Communiqué intended for dental associations**

#### **Changes to Desjardins Insurance's adjudication service - Insurer No. 000051 -**

This communication is to let you know about an important upcoming change. As of **January 1, 2021**, claims made on behalf of Desjardins Insurance, and currently submitted via Express Scripts Canada (ESC), will **progressively** be processed through TELUS Health service (TELUS). This transition will happen over a period of eight months.

Until the completion of the phased migration in **August 2021**, a portion of claims made on behalf of Desjardins Insurance will be processed through TELUS, and another portion of claims will continue to be processed through their current adjudicator ESC.

#### **What you need to know**

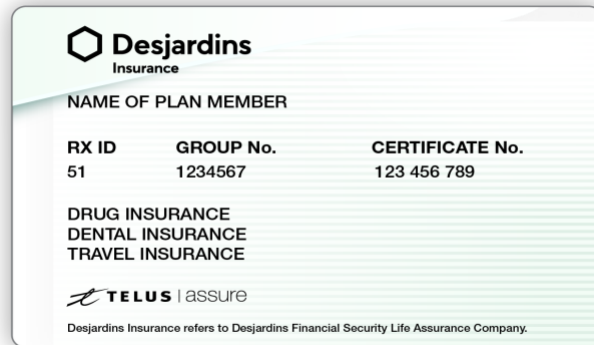
##### **1. No impact on dentists and patients**

Please note that this change will not impact your members' practices and patient profiles do not need to be modified to ensure data is properly transmitted. This is because the TELUS switch will perform claim routing by group. As such, persons insured with Desjardins Insurance will receive new electronic or physical cards.

##### **2. No changes to group number and certificate number**

To facilitate this transition, the group number and certificate number with ESC will remain the same with TELUS. Dentists will continue to submit transactions to carrier ID no. 000051.

### 3. New Desjardins Insurance member card



The transaction types that will be accepted for Desjardins Insurance with TELUS are as follows:

- Claim
- Claim acknowledgment
- Claim Explanation of Benefits (EOB)
- Claim reversal
- Claim reversal response
- Request for outstanding transaction
- Outstanding response

#### Questions?

We are here to help during this transition. As of January 1, 2021, please send questions or requests for assistance directly to the proper adjudicator as indicated on the plan member's card.

Dentaide members should continue to communicate with Dentaide directly for assistance regarding payments.

**TELUS Health Dentist Support Centre: 1-866-272-2204**

**Monday to Friday  
(including public and civic holidays)**

**8am to 8pm (ET)**

Thank you for your attention to this notice and do let us know if you have any comments. **It is important to communicate this information to your members as from December 14, 2020.**

Sincerely,

Isabelle Degagné  
Customer Service Manager