**Notice of Changes to Claims and Predeterminations**

Starting September 18, 2022, Desjardins Insurance will accept attachments sent electronically with claims and predeterminations.

To simplify the process when submitting claims or predeterminations, it will now be possible to securely send attachments using the CDAnet option. This option will reduce processing times and also reduce postage and administrative fees associated with the mailing of documents.

You can now use your practice management software to submit documents such as X-rays and images with the claim or predetermination.

You must notify Desjardins Insurance when submitting the claim or predetermination that an attachment will be included.

If a claim or predetermination is denied with a request to provide additional information, you will have the option to submit this information electronically. You will need to return the claim or predetermination and indicate that an attachment will be submitted.

**Action required**

Effective September 18, 2022, in order to use this new functionality, you will need to change the settings in your practice management software to allow attachments to be sent to Desjardins Insurance.

**Change details**

Desjardins Insurance 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)

The following attachment types will be accepted:

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| **File Type** | **Description** |
| 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.