



Notice of Claims Processor Change

Effective July 21st, Equitable Life of Canada will begin processing claims in real time as well as upgrading to version 4. This means predeterminations and claims will be processed and you will receive a response immediately. To ensure this change goes smoothly, there are certain changes you need to make to your Practice Management System, which we have outlined below.

Change Details

- Claims must be submitted as version 4 **(NEW)**
- The network is changing to TELUS Group B **(NEW)**
- The Carrier ID (BIN) does not change, it remains 000029
- The following messages will be supported:
 - Claim (01)
 - Claim Acknowledgement (11)
 - Claim Explanation of Benefits (EOB) (21) **(NEW)**
 - Claim Reversal (02)
 - Claim Reversal Response (12)
 - Predetermination (03)
 - Predetermination Acknowledgement (13)
 - Predetermination Explanation of Benefits (EOB) (23) **(NEW)**
- Claims, reversals and predeterminations will be processed in real time. If an acknowledgement is received, the EOB, when available, will be provided to the patient/plan member directly.
- If Equitable Life is both the primary and secondary insurer, the patient/plan member will need to submit a paper claim form for the secondary benefits along with the EOB from the primary claim.
- Claims payment processes are not changing.

Action Required

- On July 21st, you will need to change the settings in your Practice Management System for Equitable Life to **Version 4** using the **Telus B network**.
- **If you submit your claim using version 2, you will receive a generic error message for incorrect policy number, certificate number or date of birth. Equitable Life policy numbers are five or six digits and will begin with a 7 or 8 (for six digit policies) or a 9 (for five digit policies). All certificate numbers are 10 digits in length, no matter the policy number.**

Further Help

- For more information about these changes, please contact Equitable Life at 1-800-265-4556, 8:15 a.m. to 7:00 p.m. ET.
- For assistance adjusting your practice management software, please contact your software vendor.