

## **REMINDER FOR ALL USERS OF DENTAL SOFTWARE**

**April 2010**

**Object: Groupe Cloutier - Administrator for dental claims**

**TELUS** wishes to remind you that **Groupe Cloutier**, an administrator for dental claims, has launched since December 1, 2009 **real-time** adjudication for dental claims.

**Groupe Cloutier** follows the CDAnet messaging standards (version 4 as currently published by the Canadian Dental Association) and has obtained a unique identification number/carrier number, **610226** which allows **Groupe Cloutier** to capture claims in a real-time manner.

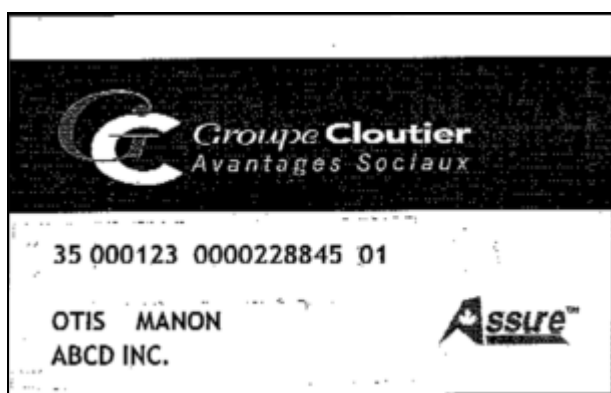
**Groupe Cloutier's** adjudication system is supporting transaction for type 1 (claim transaction), type 2 (same day reversals) and type 3 (pre-determination).

We would like to remind all vendors to perform the appropriate modifications (if applicable) to their respective patient management systems in order to handle claims for **Groupe Cloutier**. In all cases, these dental claims must be forwarded to the **TELUS** Health Solutions network, using the toll-free number 866-232-0030, reserved to **TELUS** Health Solutions' Group B carriers. The telecommunications interfaces presently in place in your respective software applications will be used.

**Note concerning the identification structure on the new Groupe Cloutier's card**

The identification on the new drug card should read as follows:

- The first 2 digits refer to the carrier code (**35**)
- The following 6 digits refer to the group number (**eg.: 000123**)
- The next 10 characters correspond to the plan member identification (**eg.: 0000228845**)
- The last 2 digits are the drug card issue number (**eg: 01**)



Please contact the **TELUS** Health Solutions Dental Support Centre for any questions or assistance. We appreciate your assistance in this matter.

**TELUS Health Solutions Provider Support Centre: 1 866-272-2204**

**Monday - Friday** 8:00 a.m. to 12:00 midnight (EST)

**Weekends** 9:00 a.m. to 8:00 p.m. (EST)

**Public Holidays** 12:00 noon to 8:00 p.m. (EST)

**Civic Holidays** 9:00 a.m. to 8:00 p.m. (EST)

***We would like to remind you that cheques are issued on the 1<sup>st</sup> and the 16<sup>th</sup> of each month.***