

July 2, 2014

To: Dental Providers/Clinics

Object: Network Modifications for an existing claims administrator

TELUS wishes to inform you that **Sun Life Financial**, a claims administrator for dental claims, will be upgrading its real-time dental adjudication system on July 1st, 2014.

The Sun Life dental adjudication system will now follow **version 4** of the CDAnet/Réseau ACDQ messaging standards and it will maintain its unique identification number/carrier number, **000016**. The Sun Life system will support:

- Dental Transaction type 1 (Claim transaction);
- Dental Transaction type 2 (Same day reversals);
- Dental Transaction type 3 (predetermination) – will only respond with an Ack (type 13);
- Dental Transaction type 4 (Request for Outstanding Transactions); and
- **NEW!** Dental Transaction type 7 (Coordination of Benefit or COB). With this transaction, you can submit the electronic result from the first dental plan to Sun Life for immediate processing.

Please note that Sun Life plan members will maintain their current policy and certificate numbers.

Starting July 1st, TELUS asks that you make the following changes to your dental patient management systems, to consider the following:

- 1) Sun Life (carrier number 000016) is now a CDAnet/Réseau ACDQ **version 4** claims administrator;
- 2) Enable COB (transaction type 7) for Sun Life;
- 3) Claims routed through the TELUS Health network must now use the TELUS Health **Group B Network** which uses the toll-free dial-up modem number 866-232-0030 (NOTE: If you are currently using the iTrans network from Continovation Services Inc, or the NetPlus network from Société des services dentaires ACDQ, there is no need to make a network change within your clinic)

Dental Providers will have a transition period of 90 days to apply and deploy any needed modifications to their respective Practice Management System. After October 5th 2014, claims directed to **Sun Life** will only be accepted through the TELUS Health Group B Network (toll-free dial-up modem number 866-232-0030).

For any questions/inquiries related to this request, we ask that you contact your Dental Practice Management Software Vendor. We thank you for your support.

Regards.

Guy Lequin
Vice President, Claims Exchange Services
TELUS Health Solutions

Marc Theriault
AVP Health & Dental Claims
Sun Life Financial

Copy: Greg Cento – Sun Life Financial
Erik Noolandi – TELUS Health Solutions

Geoff Valentine – Canadian Dental Association
Patrick Beauchamp – Association des chirurgiens dentistes du Québec
Nabil Takla – Société des services dentaires ACDQ Inc.