

TELUS MOBILE APP

CLAIMS INSTRUCTIONS

Mobile App – “My Health Benefits” (iOS, Android):

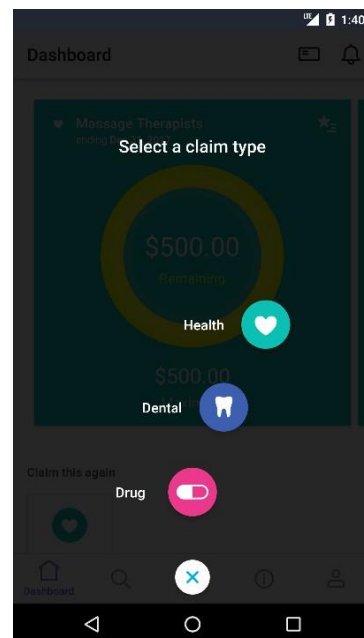
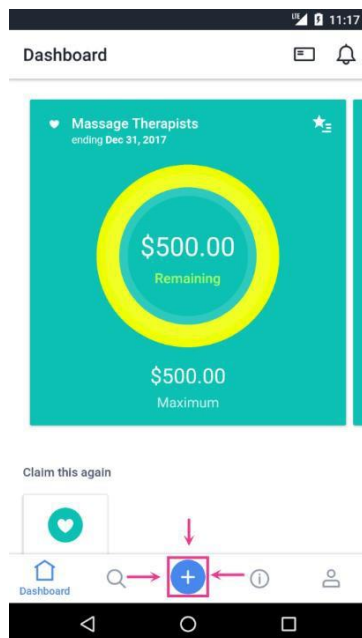


powered by / propulsé par 

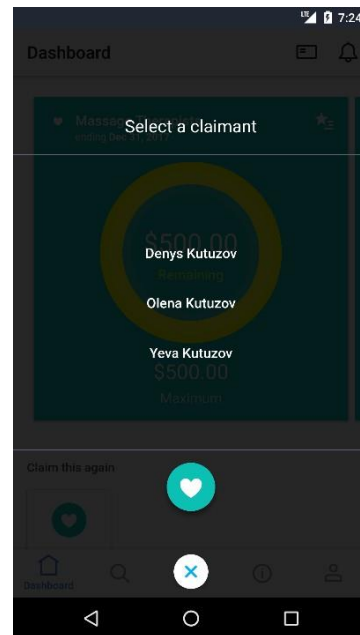
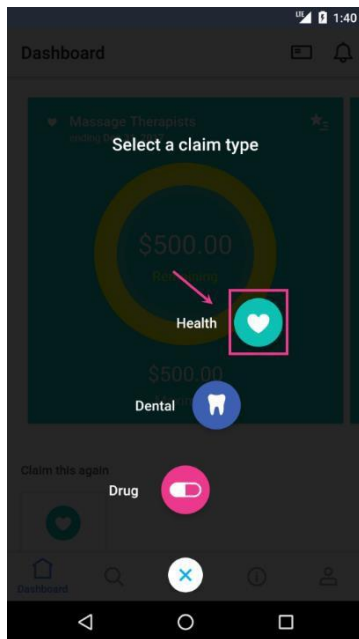
***The screen shots in this guide were taken from an Android device. They will vary slightly for iOS users and Web Portal users: <https://probenefits.onlineclaimsaccess.net/> ***

Claim Submission:

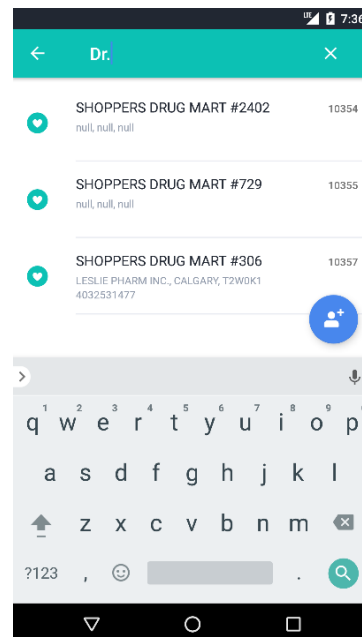
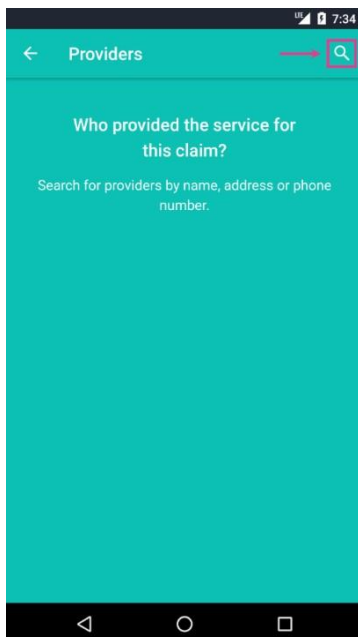
1. To submit a claim, tap the plus (+) sign at the bottom of your screen. This will bring up the claim type selection screen where you can choose between Health, Dental or Drug. Vision is found under the Health tab.



2. To submit a claim, tap on the appropriate icon. This will bring you to the claimant selection screen where you can select who the claim is for.

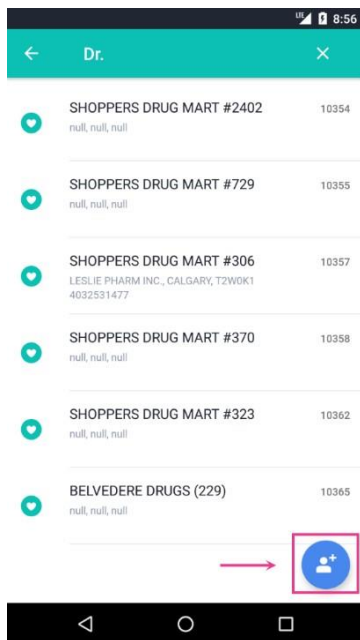


3. The next screen will ask you who the service provider is. If this is your first time submitting a claim, you will need to search for your service provider. Tap on the magnifying lens icon in the top right hand corner to open the keyboard and start entering the provider's name. The program will start populating providers. Choose your provider.



4. If you are not able to find the service provider you are looking for, you have the ability to add them. Tap the add person icon on the bottom right hand side of your screen. This will open the add provider screen where you will need to enter the following information.

- ✓ Unique No. (Dental providers only)
- ✓ Provider Name or Company Name
- ✓ Address
- ✓ City
- ✓ Province
- ✓ Country (Canada Only)
- ✓ Postal Code
- ✓ Phone Number



The screenshot shows a mobile application interface titled "Add Provider" with a close button and a checkmark. Below the title, it says "Please fill out the items below". The form contains the following input fields:

- Unique No.
- Provider Name or Company Name
- Address
- City
- Province
- Country (pre-filled with "Canada")
- Postal Code
- Phone

5. Once all the information has been entered, tap on the check mark in the top right hand corner of the screen. This will bring you back to the claims submission screen where you will now enter what service (procedure) you are claiming.

× Add Provider

12345678

Provider Name or Company Name

Dr. Marc Anderson

Address

9876 St. Amber Street

City

Dawson

Province

ON

Country

Canada

Postal Code

m3h 2j4

Phone

9054441234

6. If you have already claimed before using the mobile app, a list of your recent providers will appear. Tap on service to open the service screen.

← Providers

Who provided the service for this claim?

Your recent Health providers

Dr. Greg J. Nelson 27202

280-7580 River Rd, Richmond, V6X 1X6

(604) 232-3900

× Health

Provider Details Receipt Review

Claim Type

Health

Claimant

Olena Kutuzov

Service Provider

Dr. Marc Anderson

Please fill out the items below

Service

FREQUENT SERVICES

Chiropractic X-Ray

Eye Exam-Included

7. If you have claimed before using the mobile app there will be a pre-populated list of your frequent services. To select something other than your frequent services, tap in the search field and type the service you are looking for.

← Add another service

Please fill out the items below

Service

FREQUENT SERVICES

Chiropractic X-Ray ← ↗

Eye Exam-Included ← ↗

Service Date

Service Amount

This is an initial visit ☐

← Search for services ←

FREQUENT SERVICES

chirox

Chiropractic X-Ray

exams

Eye Exam-Included

8. Once you found it, tap on it. Should there be an annual maximum associated with this service, the quick balance feature will display the remaining balance.

← chiro ×

chiro

Chiropractor ←

chirop

Chiropodist

× Health

Provider Details Receipt Review

Please fill out the items below

Service

Chiropractor

QUICK BALANCE

Chiropractor \$500.00

Service Date

Service Amount

This is an initial visit ☐

Apply to healthcare spending account ☐

9. To enter the service date, tap on service date and this will open up a calendar which you can navigate through to select the service date needed. Once you have selected the service date, tap on set to go to the next step, which is to enter the service amount.

The screenshot shows the 'Health' app interface. At the top, there are tabs for 'Provider', 'Details', 'Receipt', and 'Review'. Below these, it says 'Please fill out the items below'. Under the 'Service' section, 'Chiropractor' is entered. A 'QUICK BALANCE' section shows 'Chiropractor' with a value of '\$500.00'. The 'Service Date' field is highlighted with a red box and a red arrow pointing to it. Below this is the 'Service Amount' field. At the bottom, there are two checkboxes: 'This is an initial visit' and 'Apply to healthcare spending account', both of which are currently unchecked.

The screenshot shows a calendar interface for March 2017. The date 'Fri, Mar 24' is displayed at the top. The calendar grid shows the days of the month. The date '24' is highlighted with a red box. Below the calendar, there are two buttons: 'CLEAR' and 'SET'. A red arrow points to the 'SET' button.

Follow this next step (a-d) for Dental claims only:

- a) Tap in the search field and type the procedure you are looking for. You can either use the procedure number or start typing the name of the service. Once you found it, tap on it.

The screenshot shows the search field with the text 'Search for services' highlighted by a red box and a red arrow. Below the search field, there is a list of 'FREQUENT SERVICES'. The first service listed is '11102 Two Units of Time Polishing'.

The screenshot shows the search results for the term 'polish'. The search field at the top contains 'polish'. Below it, there is a list of search results. The first result is '11102 Two Units of Time Polishing', which is highlighted by a red box and a red arrow. Other results include '00699 PROHYLAXIS & POLISH HALF' and '11101 One Unit of Time Polishing'.

The screenshot shows the search results for the procedure number '11102'. The search field at the top contains '11102'. Below it, there is a list of search results. The first result is '11102 Two Units of Time Polishing', which is highlighted by a red box and a red arrow.

- b) Tap on Dentist's fee to launch the keyboard and enter the dollar amount for your procedure. Tap the next step arrow on the bottom right hand corner once you have entered the correct dollar amount. If there are any lab charges associated with your claim, tap on lab charge and enter the dollar amount for the lab charge. Tap the next step arrow on the bottom right hand corner once you have entered the correct dollar amount.

Dental

Provider Details Receipt Review

Please fill out the items below

Procedure
Two Units of Time Polishing

Service Date
Mar 14, 2017

Dentist's Fee
\$40.00

Lab Charge

1 2 3 -
4 5 6 -
7 8 9 -
, 0 . →

Dental

Provider Details Receipt Review

Two Units of Time Polishing

Service Date
Mar 14, 2017

Dentist's Fee
\$40.00

Lab Charge
\$10.00

1 2 3 -
4 5 6 -
7 8 9 -
, 0 . →

- c) If there is a tooth code associated with your dental claim, tap on tooth code to open up the tooth code screen. You can either tap on the search field to access your keyboard or scroll down to find the tooth code you need.

Dental

Provider Details Receipt Review

\$40.00

Lab Charge
\$10.00

Tooth Code

Surface Code

> I'm I thank

q w e r t y u i o p
a s d f g h j k l
z x c v b n m
?123 , .

Search for tooth codes

TOOTH CODES

0
1
2
3
4
5
6
7
8
10
11

Tap on the search field above, or scroll down to find the tooth code you are looking for.

- d) If there is a tooth surface code associated with your dental claim, tap on surface code to launch the keyboard and enter the surface codes.

The screenshot shows the 'Dental' claim form. At the top, there are tabs for 'Provider', 'Details', 'Receipt', and 'Review'. Below these, the 'Tooth Code' field is highlighted with a red box and a red arrow pointing to it. The 'Surface Code' field is located directly below the 'Tooth Code' field. A keyboard is visible at the bottom of the screen.

NOTE: Not all procedures require a tooth code or surface code. Ask the dental office for their completed dental claim form as it will have all the information needed.

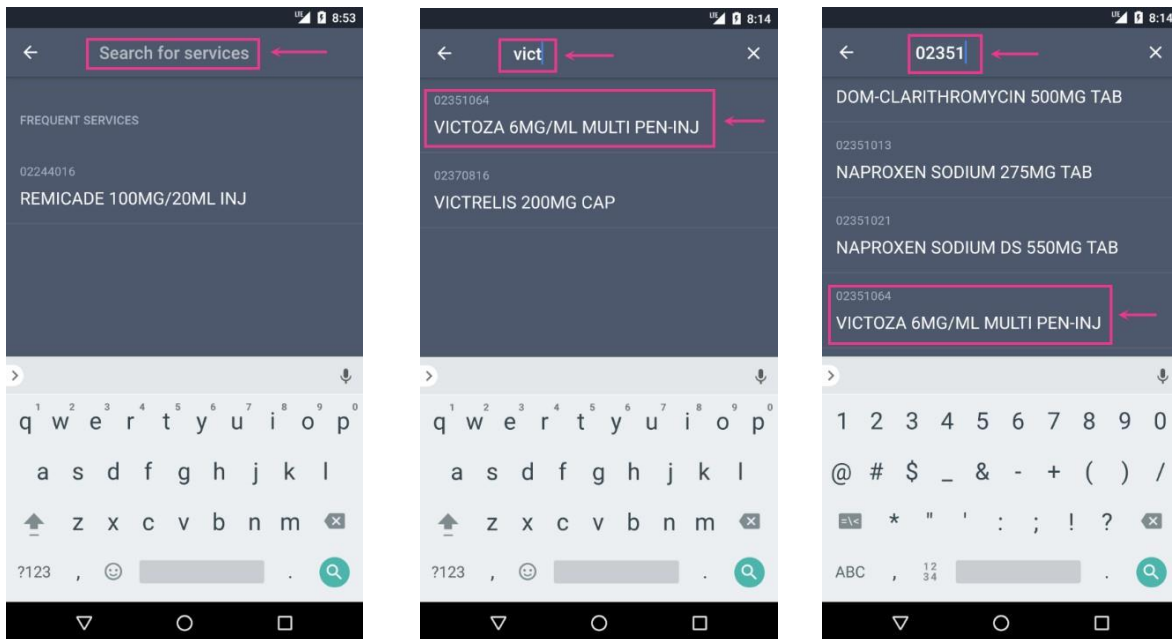
Follow this next step (a-d) for Drug claims only:

- a) If you have already claimed before using the mobile app, a list of your recent providers will appear. Tap on DIN to open the procedure/service screen.

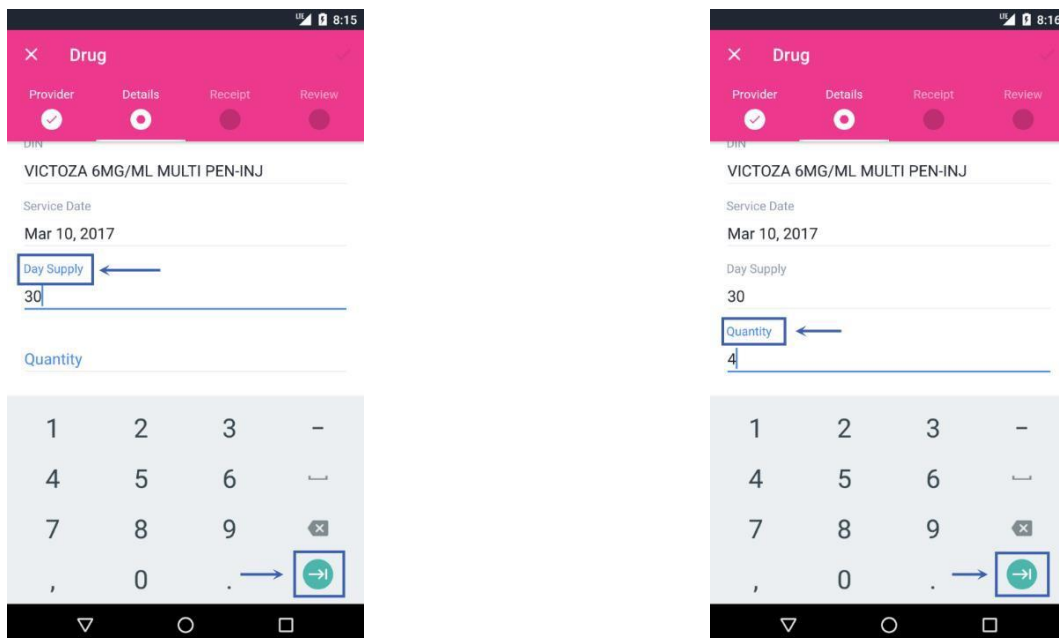
The screenshot shows the 'Providers' screen. At the top, there is a header 'Who provided the service for this claim?'. Below this, there is a section titled 'Your recent Drug providers'. A list of providers is shown, with 'SHOPPERS DRUG MART #729' highlighted by a blue box and a blue arrow pointing to it. The provider's name and ID '10355' are visible.

The screenshot shows the 'Drug' claim form. At the top, there are tabs for 'Provider', 'Details', 'Receipt', and 'Review'. Below these, the 'DIN' field is highlighted with a blue box and a blue arrow pointing to it. The 'Service Date' and 'Day Supply' fields are located below the 'DIN' field.

- b) Tap in the search field and type the procedure you are looking for. You can either use the DIN number or start typing the name of the drug. Once you found it, tap on it.



- c) Tap on day supply to launch the keyboard and enter the number of days the supply of drugs is for. Tap the next step arrow on the bottom right hand corner once you have entered the correct day supply. If the quantity is indicated on your receipt, you can enter this information by tapping on quantity. This is to indicate how many units of the drug were given to you. Tap the next step arrow on the bottom right hand corner once you have entered the correct quantity.



- d) If there is a dispensing fee indicated on your receipt you can enter this by tapping on dispensing fee. This will launch the keyboard on your device allowing you to enter the dispensing fee. Tap the next step arrow which will let you enter the total claim amount.

Drug

Provider ☒ Details ☐ Receipt ☐ Review ☐

Service Date
Mar 10, 2017

Day Supply
30

Quantity
4

Dispensing Fee

1 2 3 -
4 5 6 _
7 8 9 x
, 0 . →

Drug

Provider ☒ Details ☐ Receipt ☐ Review ☐

Day Supply
30

Quantity
4

Dispensing Fee
\$10.99

Claim Total

1 2 3 -
4 5 6 _
7 8 9 x
, 0 . ✓

(Continue on for ALL claims)

10. At this point if available, you can indicate if you would like to use your Health Care Spending Account for this service. You can also choose to add another service. Tap on add another service to add another drug claim. If you are satisfied with the information you have entered, tap on the check mark in the top right hand corner of the screen to add your receipts.

Drug

Provider ☒ Details ☐ Receipt ☐ Review ☒

Service Date
Mar 10, 2017

Day Supply
30

Quantity
4

Dispensing Fee
\$10.99

Claim Total
\$180.99

ADD ANOTHER SERVICE

Apply to healthcare spending account ☐

11. Tap on service amount to launch the keyboard and enter the dollar amount for you service. Tap the check mark on the bottom right hand corner once you have entered the correct dollar amount.

Health

Provider Details Receipt Review

Chiropractor

QUICK BALANCE

Chiropractor \$500.00

Service Date

Mar 24, 2017

Service Amount

\$75.00

1 2 3 -

4 5 6

7 8 9

, 0 .

✓

12. At this point you can indicate if this was the initial visit for the service you are claiming. If available, you can also indicate if you would like to use your Health Care Spending Account for this service. You can also choose to add another service. Tap on add another service to add another claim. If you are satisfied with the information you have entered, tap on the check mark in the top right hand corner of the screen to add your receipts.

Health

Provider Details Receipt Review

Chiropractor

QUICK BALANCE

Chiropractor \$500.00

Service Date

Mar 24, 2017

Service Amount

\$75.00

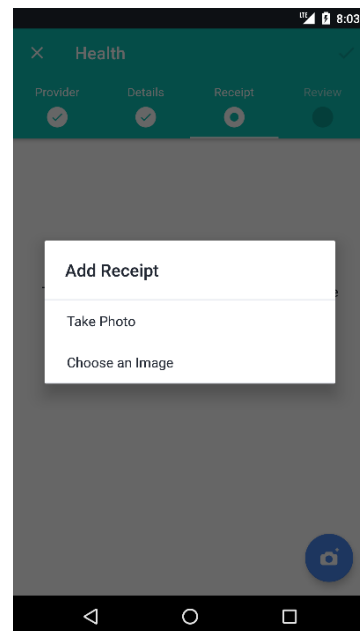
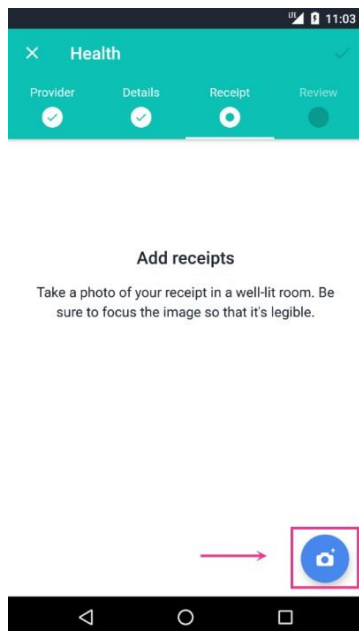
This is an initial visit

ADD ANOTHER SERVICE

Apply to healthcare spending account

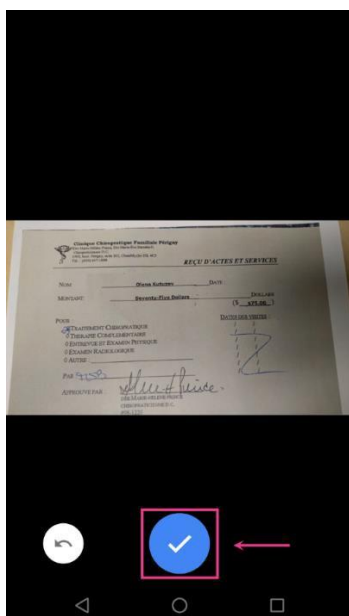
✓

13. To add receipts, tap the camera icon in the bottom right hand corner of the screen to open the options menu. You will be able to choose between taking a photo or choosing one that is currently stored on your device.



14. The take photo option will launch your devices camera, the choose image option will let you look at various places on your device where you may have images stored.

This example is of a picture being taken. If you are satisfied with the image, click on the check mark in the center of the screen. The review image screen will open allowing you to add another image, delete the current image or save the current image and go to the next step. To delete the current image, tap on the waste basket icon found in the bottom right hand corner of your image. To add another image, tap on the camera icon on the bottom right hand corner of the screen. To move on to the next step, tap the check mark in the top right hand corner of the screen.



15. This will now bring up a confirmation screen letting you know that you are about to submit a claim. Tap on the check mark in the top right hand corner to submit your claim. Once your claim is sent, you will see the confirmation screen. To exit this screen, tap on the X in the top left hand corner of your screen. This will bring you back to the dashboard.

