



July 19, 2021

# IMPORTANT

## Communiqué intended for dental associations

### Changes to Desjardins Insurance's adjudication service - Insurer No. 000051 -

As of **January 1, 2021**, claims made on behalf of Desjardins Insurance for new groups have been processed through TELUS Assure, a TELUS Health service. Since March 15, 2021, the gradual conversion of existing Desjardins Insurance groups has started, **with a third and final conversion phase to start as from August 23, 2021. This will mark the end of the Desjardins migration.**

#### What you need to know

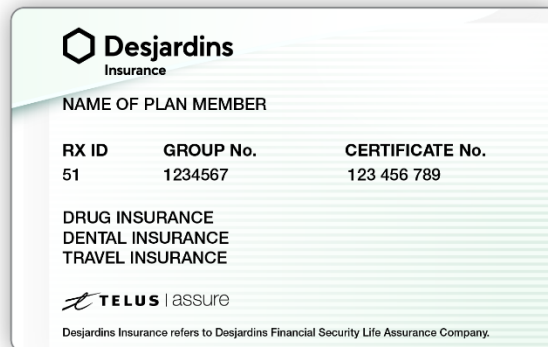
##### 1. No impact on dentists and patients

Please note that this change will not impact your members' practices and patient profiles do not need to be modified to ensure data is properly transmitted. As such, persons insured with Desjardins Insurance will receive new electronic or physical cards.

##### 2. No changes to group number and certificate number

To facilitate this transition, the group number and certificate number with ESC will remain the same with TELUS Health. Dentists will continue to submit transactions to carrier ID no. 000051.

### 3. New Desjardins Insurance member card



The transaction types that will be accepted as from August 23 for Desjardins Insurance with TELUS Health (including predetermination) are as follows:

- Claim
- Claim acknowledgement
- Claim Explanation of Benefits (EOB)
- Claim reversal
- Claim reversal response
- **Predetermination**
- **Predetermination acknowledgement**
- **Predetermination EOB**
- Request for outstanding transaction
- Outstanding response

As from August 29, the transaction of **coordination of benefits** will also be accepted for Desjardins Insurance with TELUS Health.

### 4. Payments during and after the migration phases

If you are a Dentaide member, you will continue to receive Dentaide payments during and after the phases of migration.

If you are not a Dentaide member, you will receive payments from ESC and/or TELUS Health until August 23, 2021. After this date, you will only receive payments from TELUS Health.



### Questions?

We are here to help during this transition. Please send questions or requests for assistance directly to TELUS Health.

**TELUS Health Dentist Support Centre: 1-866-272-2204**  
**Monday to Friday: 8am to 8pm (ET)**  
**(including public and civic holidays)**

Thank you for your attention to this notice and do let us know if you have any comments. **It is important to communicate this information to your members as from July 30, 2021.**

Sincerely,  
Michael Colati  
Customer Service Manager