

December 15, 2021

IMPORTANT

Communication for dissemination to your software users Update on the adjudication service for La Capitale/Beneva - Insurer No. 600502 -

Following our communication sent on December 1, 2021, this is a reminder that as of **January 17, 2022**, claims made on behalf of **La Capitale** will be adjudicated under the insurer name **La Capitale/Beneva (Insurer No. 600502)** due to a rebranding exercise. We invite you to consult the list of the most frequently asked questions about La Capitale's merger to Beneva.

What you need to know

- **Continuity in the claim submission process by dentists**

As part of the transition process, claims will continue to be adjudicated upon presentation of the La Capitale card. In addition, as of January 17, 2022, La Capitale plan members will gradually start to receive Beneva branded cards.

Given this, claims with the La Capitale and Beneva cards will both be processed under the Insurer No. 600502.

Please note that the only impact for dentists will be on the dropdown menu which will display "La Capitale/Beneva" instead of "La Capitale". Therefore, the dropdown menu of the dental software should be amended to show "La Capitale/Beneva" instead of "La Capitale".

Should you need any additional information regarding this, go to the TELUS Health implementation microsite at the following link:



<https://plus.telushealth.co/page/beneva/dental>

- **No change in the group number and certificate number**

Dentists will continue to submit claims to Insurer No. 600502.

- **Payments**

Kindly note that there is no impact on payments. Dentaide members will continue to receive their payments from Dentaide as per usual. Those who are not members of Dentaide will not be affected.

Questions?

Thank you for your attention to this communiqué, and we invite you to share your comments with us.

TELUS Health Dentist Support Centre: 1-866-272-2204
Monday to Sunday: 24 hr support

We rely on your support to disseminate this important information to your software users close to the start of the transition through your usual communication channels with them.

Sincerely,

Patrick Messier
Client Service Manager

FREQUENTLY ASKED QUESTIONS

- **Who is Beneva?**

La Capitale and SSQ are merging to become Beneva with a progressive integration of the two entities' business activities.

- **How should claim requests for La Capitale be submitted?**

When plan members show either the La Capitale or Beneva cards, please process the claim under the Insurer No. 600502.

Note that there is a minimal impact to dentists. Please choose the "La Capitale/Beneva" in the system list when plan members present either of the two cards.

- **Will we still see references to La Capitale in 2022?**

The full transition toward Beneva will take some time. La Capitale's visual references will disappear gradually.