



**Great-West Life**  
your Benefits Solutions People

## Provider eClaims service continues to grow

Great-West Life's *Provider eClaims* service has been a hit since its launch almost four years ago and its popularity with plan members and service providers continues to expand.

The service allows automatic adjudication of claims at the point of sale, with checks on coverage, expense type and provider eligibility. Plan members get the results of initial adjudication immediately with no need to complete forms or wait for reimbursement.

*Provider eClaims* launched in 2010, with chiropractic, physiotherapy and vision providers. Since then, 20,000 providers have signed on across Canada. More than one million claims were submitted through the service in 2013.

In the fall of 2012, Great-West Life enhanced its *Provider eClaims* network by adding massage therapy, acupuncture and naturopathy. Great-West now has massage providers in all provinces, except Prince Edward Island and Quebec, making massage therapy the fourth most popular offering.

To be approved as part of the *Provider eClaims* network, providers in provinces where services are regulated must be members in good standing of the associated regulatory body. In provinces with unregulated services, providers must conform to strict rules and guidelines, similar to those in place for formally regulated providers.

TELUS, the network provider for the service, continues to identify associations in provinces where services are unregulated. Once it's established that an association meets the criteria of regulated provinces, Great-West can register providers who are part of that association. TELUS representatives contact all members of that association and invite them to join the *Provider eClaims* network.

Your plan members can easily find service providers signed up for *Provider eClaims* by visiting <http://files.greatwestlife.com/eclaims-providers>. Providers are searchable by province and type of service.

# GroupLine

## By the numbers

As of March 31, 2014, the total number of providers registered for eClaims is 20,800. Here's how it breaks down by specialty:

Physiotherapists and rehabilitation clinics	5,800
Massage therapists	5,400
Chiropractors	4,300
Optometrists	2,500
Opticians	2,100
Naturopaths	350
Acupuncturists	350

## For more information

Please contact your benefits advisor or Great-West group representative.

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