

Notice of claims processor change

Beginning on November 16, 2018 Great-West Life will be upgrading to version 4 and will support the following messages:

- Claim (01)
- Claim Acknowledgement (11)
- Claim Explanation of Benefits (EOB) (21)
- Claim Reversal (02)
- Claim Reversal Response (12)
- Predetermination (03)
- Predetermination Acknowledgement (13)
- Predetermination Explanation of Benefits (EOB) (23) **(NEW)**
- COB Claim (07) **(NEW)**

When Great-West Life is both the primary and secondary claims processor,

- *If the primary claim returns an Explanation of Benefits, then the secondary claim can be sent with the new COB message.*
- *If an acknowledgement is received for the primary claim, both the primary and secondary claim will be processed. There is no need to send a claim for the secondary claim.*

Change details

The upgrade will be rolled out in two phases:

1. As of November 16, 2018 the traffic from CCDWS will be directed from TELUS A to TELUS B:
 - Several dental offices have agreed to participate in a pilot to test V4 messages on Great-West Life's behalf.
 - All other dental offices must continue to send V2 messages until November 30, 2018.

During this time "Request for Outstanding Transactions" must be initiated for both TELUS A and TELUS B.

2. As of November 30, 2018 the traffic from Net+ ACDQ, ITRANS and instream will be directed from TELUS A to TELUS B. At this time all dental offices can send V4 messages to Great-West Life.

The Carrier ID (BIN) won't change, and will remain as **000011**.

Further Help

For more information about these changes, please contact Isabelle Degagné from TELUS at Isabelle.degagne@telus.com or 1-514-665-3848.