

Go paperless - Sign up for EFTs and digital statements



Submit a claim or predetermination

Please submit claims, predeterminations and supporting documentation electronically. Ensure your software is updated to V4 so you can take full advantage of the available transactions.

Canada Life supports electronic submission through CDAnet, ACDQ, DACnet and CDHAnet.

The following transaction types are supported:

- Claim (01)
- Coordination of Benefits (COB) Claim (07)
- Claim Acknowledgement (11)
- Claim EOB (21)
- Claim Reversal (02)
- Predetermination (03)
- Predetermination Acknowledgement (13)
- Predetermination EOB (23)

Note: multi-page predeterminations are not supported.

- Request for Outstanding Transaction (04)
- Outstanding Transaction Response (14)
- Attachment (09)
- Attachment Response (19)

Ensure **Canada Life (carrier ID 000011)** is set up in your practice management software as **CDAnet Version 4, TELUS Group B** so your transactions are completed successfully.

If you need help with your settings, please contact your software vendor.

If you can't submit your claims or predeterminations electronically because you need to send us x-rays and your provider management software doesn't have the attachment functionality, you can deliver them in person, or send them by courier to our offices in Regina, Winnipeg and London. Our Montreal location doesn't accept drop offs but will receive couriers. You can bundle claims and submit them together.

Regina

Regina Benefit Payment Office
1901 Scarth Street – CLP2
Regina, SK S4P 4L4

Winnipeg

Winnipeg Benefit Payment Office
60 Osborne Street N.
Winnipeg MB R3C 1V3

Montreal (courier only – no drop offs)

Montreal Benefit Payment Office
1350 Boul. Rene-Levesque West
Montreal, QC H3G 1T4

London

London Benefit Payment Office
255 Dufferin Avenue
London, ON N6A 4K1

Getting paid

Register your banking details with TELUS Health to receive weekly claim payments from Canada Life by direct deposit. You can also provide your email address during registration to get your statements electronically by secure email and to access them on providerConnect. To set this up, go to the [TELUS Health Registration portal](#) and select the 'Register' button.

Access your statements online

For convenient access to your electronic statements, register for [providerConnect](#). Not only can you view your statements on providerConnect, you will also have uninterrupted access to other features such as viewing patient predetermination status and claim details for claims payable to you.

To learn more about Canada Life's payment and statement process, or for more information on the benefits of providerConnect, visit [Canada Life's dental provider site](#).

Contact us

If you have questions about benefits or claims, please contact us at 1-800-957-9777. Support is available Monday to Friday from 8 a.m to 8 p.m ET.