



Carrier Contacts and Claims Support

Carrier	Provider Support Phone	Manual Claims	Email Support	Additional Notes
Accerta	Tel: 1-800-505-7430 Tel: (416) 922-6565	Toronto "P" P.O. Box 310 Toronto, ON M5S 2S8	info@accerta.ca	Provider portal Fee Schedule
ADSC- Alberta Dental Services Corporation (Alberta Employment, Immigration, and Industry Program) (Quikcard)	Tel: 1-800-232-1997 Fax: (780) 426-7581	#200, 17010-103 Avenue Edmonton, AB T5S 1K7	claims@albertadentalservicescorp.com	ssl.quikcard.com/ADSC/
Alberta Blue Cross (Alberta School Employee Benefit Plan)	Tel: 1-800-567-8104	Edmonton (Head Office): Blue Cross Place 10009-108 Street NW Edmonton, AB T5J 3C5		Click for information and instructions on software configuration. Member Handbook
Assumption Life	Tel: 1-888-869-9797 Fax: 1-855-401-9068	P.O. Box 160/770 Main St., Moncton, NB E1C 8L1	group@assumption.ca	
Autoben (AdjudiCare)	Tel: 1-877-944-7100	NA	NA	
Benecaid	Tel: 1-877-797-7448 Fax: 1-877-797-7449	185 The West Mall, Suite 1700 Toronto, ON M9C 5L5	customercare@benecaid.com	
Benefits Trust (The) (BATCH) - Formerly the Crowder Group	Tel: (416) 498-7723 Fax: (905) 264-1123	3800 Steeles Ave. West Suite #102W Vaughan, ON L4L 4G9	info@thebenefitstrust.com	
Canadian Benefit Providers (CBP)	Tel: 1-855-944-9166, ext. 280 Fax: (780) 944-9168	#202, 10235-124th Street NW Edmonton, AB T5N 1P9	helpdesk@cbproviders.ca	
ClaimSecure	Tel: 1-888-513-4464 Fax: 1-866-613-0530	PO Box 6500 Stn A Sudbury, ON P3A 5N5	service@claimsecure.com darren.villeneuve@Claimssecure.com	www.claimsecure.com
Co-Operators (The)	Tel: 1-800-667-8164 Fax claim: (647) 722-2934	1920 College Avenue Regina, SK S4P 1C4	providerservices@nexgenrx.com www.nexgenrx.com	For members: Benefits Now
Coughlin & Associates	Ottawa Office: Tel: 1-877-768-3378 Fax: (613) 231-2345 Winnipeg Office: Tel: 1-888-204-5998 Fax: (204) 943-5998	PO Box 3517, Station C Ottawa, ON K1Y 4H5 Or Address: PO Box 764 Winnipeg, MB R3C 2L4	ottclaims@coughlin.ca or winnwebmaster@coughlin.ca	
Cowan Insurance Group	Tel: 1-888-509-7797 Tel: (613) 741-3313	700-1420 Blair Place Ottawa, ON K1J 9L8	info@cowangroup.ca	
DeltaWare Systems - Nunatsiavut Government	Tel: 1-877-201-6771			
Desjardins Insurance	Tel: 1-800-463-7843	C. P. 3950 Lévis, QC G6V 8C6		
Empire Life Insurance Group (The)	Tel: 1-800-267-0215	Group Health Claims 259 King Street East Kingston, ON K7L 3A8	group.csu@empire.ca	
Equitable Life	Tel: 1-800-722-6615 Fax: 1-888-505-4373	One Westmount Road North PO Box 1605 St. Waterloo Waterloo, ON N2J 0A8	groupdental-claims@equitable.ca	
Funds Administrative Service Inc. (FAS)	Tel: 1-800-770-2998	PO Box 93003 Burlington, ON L7M 4A3		https://www.fasadmin.com/portal.aspx
Great West Life Assurance Company (The)	Tel: 1-800-957-9777	PO Box 3050 Station Main Winnipeg, MB R3C 0E6		Access provider portal here CDHA/Telus provider registration
Green Shield Canada	Tel: 1-888-711-1119	PO Box 1608 Windsor, ON N9A 7G1	www.greenshield.ca	
GMS Insurance Inc. (GMS)	Tel: 1-800-667-3699 Fax: (306) 525-6360	2055 Albert Street PO Box 1949 Regina, SK S4P 0E3		www.gms.ca
GroupHEALTH Benefit Solutions (Manion Wilkins)	Tel: 1-877-542-4110	Please reference carrier info		
GroupSource (Manion Wilkins)	Tel: 1-866-862-5246 Tel: (403) 228-1644	Suite 200, 5970 Centre Street SE Calgary, AB T2H 0C1		

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	Fax: (403) 228-1775			
Group Medical Services (GMS)	Tel: 1-800-667-3699	2055 Albert Street PO Box 1949 Regina SK, S4P 0E3		
Groupe Premier Médical (GPM)	Tel: 1-866-967-7737 Tel: (450) 667-7737 Fax: (450) 667-7739	2, Place Laval, suite 390 Laval, QC H7N 5N6	info@groupepremiermedical.ca	
Groupe Financier AGA Inc.	Tel: 1-800-363-6217	3500 de Maisonneuve Blvd West, Suite 2200 Westmount, QC H3Z 3C1		
Humania Assurance Inc. (formerly La Survivance)	Tel: 1-800-818-7236 Fax: (450) 778-2519	1555, Girouard Street West PO Box 10000 Saint-Hyacinthe, QC J2S 7C8	claims@humania.ca	www.humania.ca
Industrial Alliance	Tel: 1-877-422-6487 Fax in ON: 1-877-780-7247 Fax in Quebec: 1-855-844-9811	PO Box 800, Station Maison de la Poste Montréal, QC H3B 3K5	groupinsurance@ia.ca	
Industrial Alliance Pacific Life Insurance Co. (Industrial Alliance)	Tel: (514) 499-3800	Ontario, Atlantic and West: PO Box 4643, Station A Toronto, ON M5W 5E3		
Johnson Inc.	Tel: 1-800-563-3274 Tel: 1-800-638-4753	1595-16th avenue, Suite 700 Richmond Hill, ON L4B 3S5		
Johnston Group (BATCH)	Tel: 1-800-893-7587 Fax: 1-877-526-2515	1051 King Edward Street, Winnipeg, MB R3H 0R4	info@johnstongroup.ca	
La Capitale	Tel: 1-866-227-2772 Tel: 1-800 463-4856	625 Jacques-Parizeau St P.O. Box 1500 Québec, QC G1K 8X9		
Lee Power (BATCH)	Tel: (613) 236-9007 Fax: (613) 236-0329	616 Cooper St. Ottawa, ON K1R 5J2	benefits@lee-power.ca	
Manion Wilkins	Tel: 1-800-263-5621 Fax: (416) 234-2071	626-21 Four Seasons Place Toronto, ON M9B 0A6	info@manionwilkins.com	
Manitoba Blue Cross	Tel: 1-800-873-2583	P.O Box 1046 Winnipeg, MB R3C2X7		
National Life of Canada (Industrial Alliance)	Tel: 1-800-668-8270	PO Box 800, Station Maison de la Poste Montréal, QC H3B 3K5		
Manulife Financial	East: 1-800-265-2260 West: 1-800-265-6392 Toll Free: 1-800-268-6195	PO Box 1654 Waterloo, ON N2J 4W2 (In Quebec): PO Box 5000, Station B Montreal, QC H3B 4B5		
Medavie Blue Cross	Atlantic Provinces: 1-888-227-3400 Ontario: 1-800-355-9133 Quebec: 1-888-588-1212 VAC/CAF/RCMP: 1-888-261-4033	Mail them to your nearest office	inquiry@medavie.bluecross.ca	www.medavie.bluecross.ca/health-professionals/register
MDM	Tel: 1-800-838-1531 Fax: (519) 836-4909	PO Box 970 Guelph, ON N1H 6N1	inquiry@mdm-insurance.com	
NexgenRx	Tel: 1-866-394-3648	145 The West Mall PO Box 110 U Toronto, ON M8Z 5M4	providerservices@nexgenrx.com	Provider portal login www.nexgenrx.com provider enrollment, forms
Non-Insured Health Benefits (NIHB) Program	Provider Call Centre: Tel: 1-800-563-3274	Express Scripts Canada NIHB Dental Claims 3080 Yonge Street, Suite 3002 Toronto, ON M4N 3N1		http://provider.express-scripts.ca/
Ontario Ironworkers (BATCH)	Tel: 1-800-387-8075 Tel: (416) 223-0383 Fax: (416) 223-0956	111 Sheppard Avenue East Toronto, ON M2N 6S2		
Pacific Blue Cross	Tel: 1-877-722-2583 Tel: (604) 419-2300 Tel: (604) 419-2000 (Vancouver)	PO Box 7000, Vancouver, BC V6B 4E1 Drop it off: 4250 Canada Way Burnaby, BC	provider_relations@pac.bluecross.ca	
PBAS Group (The)	Please contact the office closest to you	Please contact the office closest to you		
Quikcard	Tel: 1-800-232-1997 Tel: (780) 426-7526 Fax: (780) 425-1625	200 Quikcard Centre 17010 103 Avenue Edmonton, AB T5S 1K7	claims@quikcard.com	

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RBC Insurance (Green Shield)	Tel: 1-855-264-2174	P.O. BOX 1614 Windsor, ON N9A 0B9		https://www.providerconnect.ca/
RWAM Insurance	Tel: 1-877-888-RWAM (7926)	49 Industrial Dr Elmira, ON N3B 3B1		www.rwam.com
Saskatchewan Blue Cross	Tel: 1-800-667-6853 Tel: (306) 244-1192 Fax: (306) 652-5751	PO Box 4030, 516 2nd Avenue North Saskatoon, SK S7K 3T2		www.sk.bluecross.ca
Segic (BATCH)	Tel: 1-844-786-4704 Tel: (514) 312-9046	7220 Grande-Allée Blvd. Saint-Hubert, QC J3Y 0N8	info@segic.ca	
SES Benefits	Tel: 1-888-939-8885			
SSQ Financial Group (Green Shield)	Tel: 1-888-651-8181 Que: 1-877-651-8080	P.O. Box 10500, station Sainte-Foy Quebec, QC G1V 4H6 P.O. Box 5, Suite 400, 1550 5th Street SW Calgary, AB T2R 1K3		Provider portal Payment Schedule
Sun Life Financial	Tel: 1-855-301- 4786	PO Box 11658 Stn CV Montreal, QC H3C 6C1 PO Box 2010 Station Waterloo Waterloo, ON N2J 0A6	Edward Kuo edward.kuo@sunlife.com	Sun Life Direct
Syndicat des fonctionnaires municipaux de Montréal (SFMM)	Tel: (514) 842-2442 Fax: (514) 842-3683	8790, Avenue du Parc Montréal, QC H2N 1Y6		
UV Insurance	Tel: (819) 478-1315	142, Heriot, P.O. BOX 696 Drummondville, QC J2B 6W9		