

Third Party Contact Information (BC)

Organization/company	Contact if:	Phone	Web site
Excelleris	There are issues with the receipt of a specific physician's labs electronically. TELUS Health will need to perform a preliminary investigation; if we determine that all is set up correctly on the EMR side, you will need to contact Excelleris.	1-866-728-4777	http://www.excelleris.com/
MSP	You have questions about certain fee codes. For example, "Why can I not bill fee code XXX more than once per year?"	1-800-663-7151	www.health.gov.bc.ca/msp/
SuperGeek	Your clinic has hardware issues. (If your clinic uses an IT group other than SuperGeek, then contact that IT group).	(604) 321-8324	www.supergeek.ca
Teleplan	You have questions about a specific bill/claim/batch. For example, "Why is my bill in held status?"	1-866-456-6950	https://teleplan.hnet.bc.ca/
WorkSafe BC	You cannot log into the WorkSafe BC website, or you have questions about a specific WorkSafe BC claim. For example, "Why was my WorkSafe BC claim refused?"	1-888-967-5377	www.worksafebc.com
Mobile vendors	You are having a problem with your mobile device. For example, "How can I enable data or Wi-Fi on my mobile phone?"		
Bell Mobility		1-800-667-0123	www.bell.ca
Fido		1-866-888-3436	www.fido.ca
Koodo		1-866-995-6636	www.koodomobile.com
Rogers		1-855-381-7835	www.rogers.com
Telus Communications Inc.		1-866-558-2273	www.telus.com
Virgin Mobile		1-888-999-2321	www.virginmobile.ca
Wind		1-877-946-3184	www.windmobile.ca