

Dear valued partner,

At Ontario Blue Cross[®], we are pleased to continue to offer the virtual health care service included free of charge in most health insurance contracts.

To this effect, we wish to inform you that **EQ Care will become TELUS Health Virtual Care as of April 27, 2022.**

Here is what you need to know:

- **Clients who are registered for EQ Care virtual health care service** will receive an email shortly with more information about the migration, as well as a notice about their patient account, both from no-reply@eqcare.com.
- **Clients who are not already registered for EQ Care virtual health care service** can create their account now:
 1. Visit ontariobluecross.eqcare.com or download the EQ Care app from the App Store or Google Play.
 2. Enter the group number **9255** and their individual health insurance contract number.



Effective April 27, 2022:

- **Clients who have an EQ Care account** retain their existing EQ Care login credentials and patient account on the new TELUS Health Virtual Care platform.
- **Clients who access the EQ Care virtual health care service via the web portal** will be automatically redirected to a new TELUS Health Virtual Care login page.
- **Clients who use the EQ Care app** will need to download TELUS Health Virtual Care from the App Store or Google Play.
- **Clients who wish to register for virtual health care service** will create their account from a new login page or by downloading the TELUS Health Virtual Care app from the App Store or Google Play.

Their existing credentials will remain the same on the new platform.

If you have any questions about this migration, please feel free to consult this [FAQ](#).

Info-Partners

 |  1-800-361-2538 – press 9, then 2, then 1



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