

ESC Provider Website – Getting Started

User Guide

Version Number: 4.0
Publication Date: September 2026
Author: Express Scripts Canada

Any comments or requests for information may be transmitted to:
Express Scripts Canada
6985 Financial Drive, Suite 300
Mississauga, ON L5N 0G3

The information contained in this document may be changed without notice. Unless otherwise mentioned, the data used in the examples are fictitious.

© 2026 Express Scripts Canada, All Rights Reserved

Express Scripts Canada (ESC) is a registered business name of ESI Canada, an Ontario partnership.

All reproduction, adaptation, or translation is prohibited without prior written authorization, except for the cases stipulated by the Copyright Act. The registered or non-registered trademarks and the registered product names belong to their respective owners.

Table of Contents

- 1. Introduction.....4
 - 1.1. About the Website 4
 - 1.2. User Guide Conventions 4
- 2. Creating an ESC Provider Website Account 5
- 3. Using Your ESC Provider Website Account..... 8
- 4. Enrolling a New or Existing Pharmacy in the ESC Pharmacy Provider Network (All Provinces/Territories Excluding Quebec)..... 10
- Appendix A. Revision History 19

1. Introduction

The Express Scripts Canada (ESC) Provider Website Getting Started User Guide is intended for any provider that submits claims through ESC, so they can also view and manage their provider accounts online. The guide is designed to be used by providers, authorized colleagues, and third-parties, such as accountants and bookkeepers.

Providers must already be enrolled with ESC for claim adjudication and have an active provider number with Express Scripts Canada to use the ESC Provider Website.

The following provider types can access and use the ESC Provider Website:

- + Pharmacy (All provinces and territories excluding Quebec)
- + Pharmacy (Quebec)
- + Dental (All provinces and territories)
- + Extended Health Care (All provinces and territories)



Pharmacy providers outside of Quebec can also enrol in the ESC pharmacy provider network online. See [**Enrolling a New or Existing Pharmacy in the ESC Pharmacy Provider Network \(All Provinces/Territories Excluding Quebec\)**](#) for details.

1.1. About the Website

The ESC Provider Website is a web portal operated by ESC to allow those providers who use ESC for claim adjudication access to specific account information, reports, and documents.

The principal function of the website is to allow providers self-serve access to:

- + View and update selected profile information
- + View and download selected financial documents
- + View and download remittance advice

1.2. User Guide Conventions

The guide uses the following conventions:

UI Element	Format	Example
Button, Field, or Menu item	Bold	Submit button, First Name text field, and Enrolment menu item
Web page or page section	<i>Italic</i>	<i>My Profile</i> Scroll to the <i>Pharmacy Information</i> section of the page.

2. Creating an ESC Provider Website Account

Providers with an active provider account with Express Scripts Canada can register for a web account on the ESC Provider Website. This includes pharmacy providers, dental providers, and extended health care providers across Canada.

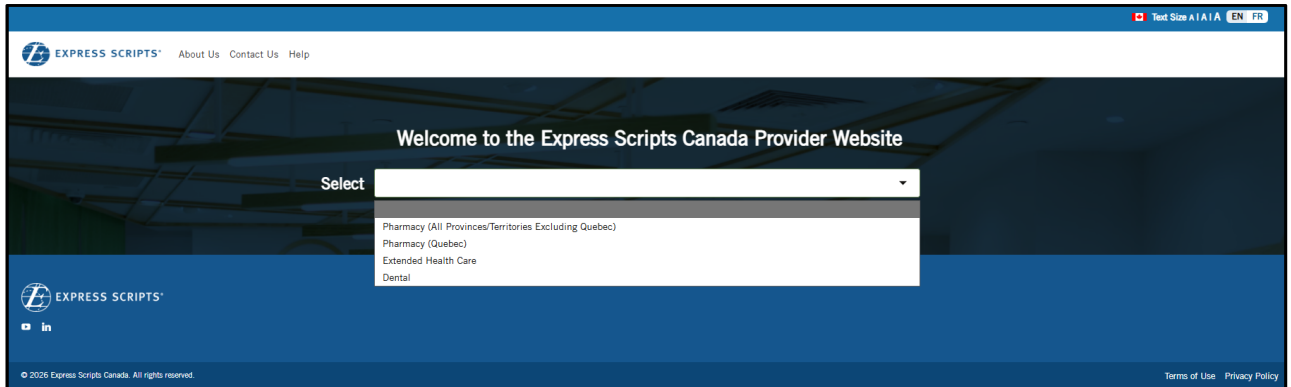
+ To create a new ESC Provider Website account

1. Open the provider website:
 - English: <https://provider.express-scripts.ca>
 - French: <https://fournisseur.express-scripts.ca>
2. Click the **Create Now** link.

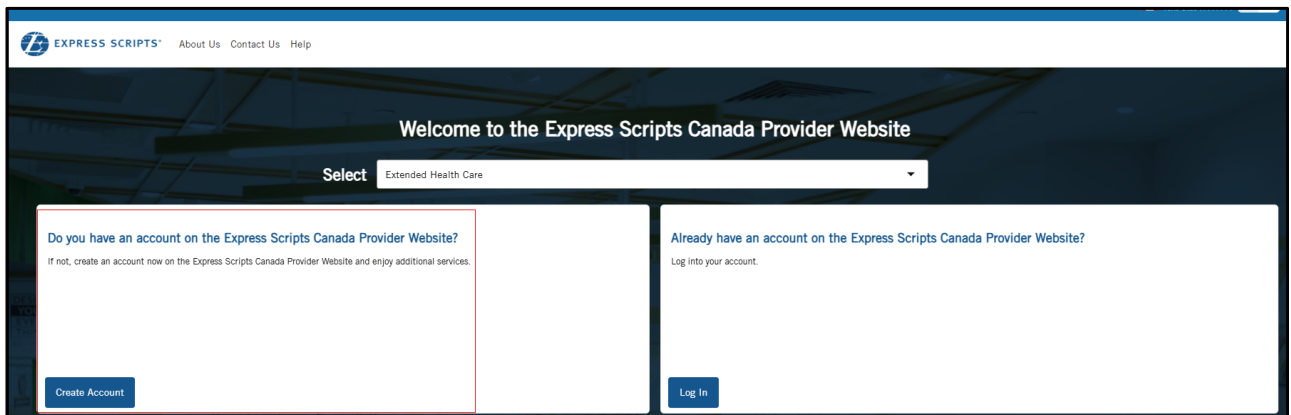
The *Welcome* page displays.

3. Choose the type of services you offer:

- **Pharmacy (All Provinces/Territories Excluding Quebec)** – For pharmacy providers in provinces and territories outside of Quebec
- **Pharmacy (Quebec)** – For pharmacy providers in Quebec
- **Dental** – For dental providers nationally
- **Extended Health Care** – For extended health care providers nationally



4. Click **Create Account**. The *User Profile* page displays.



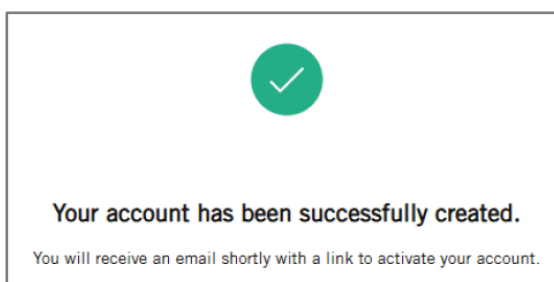
5. In the *User Profile* page, complete all fields and click **Next**.



The fields on the *User Profile* page change based on your provider type. Fill them out as appropriate before proceeding.

6. Set a strong password and click **Submit**.

A confirmation message displays and an activation email is sent to the address you registered with.



7. Open the activation email and click the **Activate Account** link in it.



The activation link expires in 24 hours. Please activate your account within this period.

The ESC Provider Website opens in a browser to the *Login* page with a confirmation pop-up message. You can now log in. See [To Log In to the ESC Provider Website](#) for details.

3. Using Your ESC Provider Website Account

With an ESC Provider Website account, you can view and update certain provider information you have registered with us, including account passwords and language preference. Providers can also view and download financial information based on their provider type and services offered.

+ To log in to the ESC Provider Website

1. Open the ESC Provider Website Login page:
 - English: <https://provider.express-scripts.ca>
 - French: <https://fournisseur.express-scripts.ca>
2. Enter your **Username** and **Password** and click **LOG IN**. The *Enter One-Time Passcode* page displays and a one-time passcode is sent to the email address associated with your account. A passcode is sent to your email address every time you log in, and it expires after 15 minutes.



Entering your password incorrectly multiple times locks your account. Account holders can unlock it by clicking the now-visible **Unlock Account** button and following the instructions. See [To unlock your web account](#) for details.

3. Enter the one-time passcode from your email in the *One-Time Passcode* page and click **Submit**.



Click **Resend passcode** to request a new passcode. The 60-second timer that displays after clicking the button is how long you must wait before you can request a new passcode.

+ To unlock your web account



This procedure only applies to web accounts locked due to multiple incorrect log in attempts.

1. On the *Login* page, click **Unlock Account**.

Log in to your account

Username

Forgot username?

Password

Forgot password?

Invalid password. Your account is now locked. Click **Unlock Account** to receive an email to unlock your account.

LOG IN →

Unlock Account

Enrol with Express Scripts Canada or create a web account: [Create Now](#)

By continuing, you agree to Express Scripts Canada's [Terms of Use](#) and [Privacy Policy](#).

2. In the *Unlock Account* page that displays, enter your **Username** and click **Submit**. An email with a temporary password is sent to the email address associated with the username, along with a link to the *Login* page.

3. Note the temporary password and click the **Log In** link in the email. The ESC Provider Website *Login* page opens in your browser.
4. Log in with the temporary password. The *Reset Password* page displays.
5. Enter the temporary password and a new, secure password in the **New Password** and **Confirm New Password** fields. Click **Reset Password** to save it.

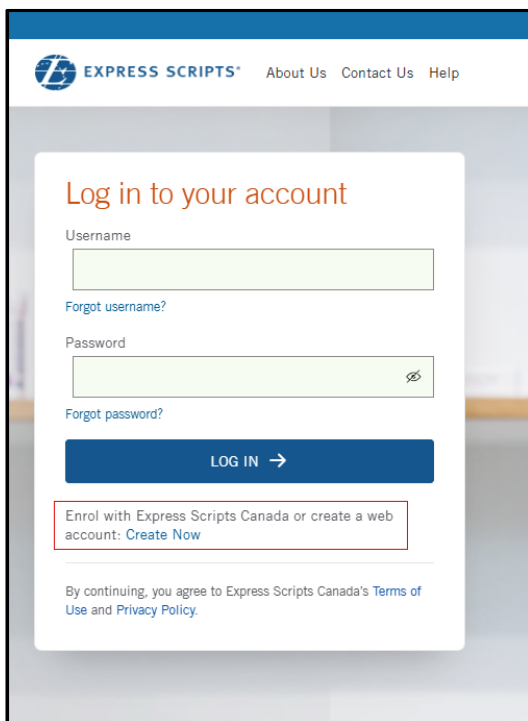
You can now log in to the ESC Provider Website with the new password.

4. Enroling a New or Existing Pharmacy in the ESC Pharmacy Provider Network (All Provinces/Territories Excluding Quebec)

Pharmacies in all provinces and territories excluding Quebec can enrol a new pharmacy or a pharmacy they are purchasing in the Express Scripts Canada pharmacy provider network online and create a web account for it on the ESC Provider Website at the same time.

+ To enrol in the ESC pharmacy provider network online

1. From the ESC Provider Website *Login* page, click **Create Now**.



The screenshot shows the Express Scripts login page. At the top, there is a navigation bar with the Express Scripts logo and links for 'About Us', 'Contact Us', and 'Help'. The main content area is titled 'Log in to your account'. It contains two input fields: 'Username' and 'Password'. Below the 'Username' field is a link for 'Forgot username?'. Below the 'Password' field is a link for 'Forgot password?'. A blue 'LOG IN' button with a right arrow is positioned below the password field. Below the login button, there is a red-bordered box containing the text 'Enrol with Express Scripts Canada or create a web account: [Create Now](#)'. At the bottom of the form, there is a disclaimer: 'By continuing, you agree to Express Scripts Canada's [Terms of Use](#) and [Privacy Policy](#)'.

- On the *Welcome* page, select **Pharmacy (All Provinces/Territories Excluding Quebec)** in the drop-down menu.
- In the **Opening a new pharmacy or purchasing an existing pharmacy?** box, click **Enrol Now**.

The screenshot shows the 'Welcome to the Express Scripts Canada Provider Website' page. At the top, there is a navigation bar with the Express Scripts logo and links for 'About Us', 'Contact Us', and 'Help'. Below the navigation bar, a 'Select' dropdown menu is set to 'Pharmacy (All Provinces/Territories Excluding Quebec)'. The main content area features three columns. The first column, titled 'Opening a new pharmacy or purchasing an existing pharmacy?', includes a brief description and an 'Enroll Now' button. The second column, titled 'Do you have an account on the Express Scripts Canada Provider Website?', includes a brief description and a 'Create Account' button. The third column, titled 'Already have an account on the Express Scripts Canada Provider Website?', includes a brief description and a 'Log In' button.

- Select the operating province or territory of the pharmacy in the **Select Pharmacy Operating Province/Territory** drop-down.
- In the pop-up window that displays, select either:
 - Yes** – If you are opening a new pharmacy and click **Next**
 - No** – If you are purchasing a pharmacy. You must also select an option from the **What would you like to change? (You must select at least one)** list and click **Continue**
- Complete the *User Profile* page and click **Next**.

The screenshot shows the 'User Profile' page, which is the first step in a two-step process (1/2). The page includes a brief description: 'Providers who are registered with Express Scripts Canada and who have an active provider number can create a secured web account here.' The form contains six input fields arranged in two columns: 'Username', 'Email Address', 'Provider Number', 'Pharmacy Operating Name', 'First Name', and 'Last Name'. Each field has a red asterisk indicating it is required. At the bottom of the form, there are two buttons: 'Previous' (disabled) and 'Next' (active).

7. Create a new, secure password for your web account and click **Submit**.

EXPRESS SCRIPTS® About Us Contact Us Help

Set Password

2/2

Create a strong password
Please set a password for your account. We recommend you create a unique password. After you set your password, you will receive an email with a link to activate your account.

Enter Password* Confirm Password*

Password must have:

- ✓ Between 8-30 characters
- ✓ At least one uppercase character (A-Z)
- ✓ At least one lowercase character (a-z)
- ✓ At least one digit (0-9)
- ✓ At least one special character—all special characters allowed except " \

Password strength: Strong
Your password is strong.

You will be prompted to reset your password every 90 days

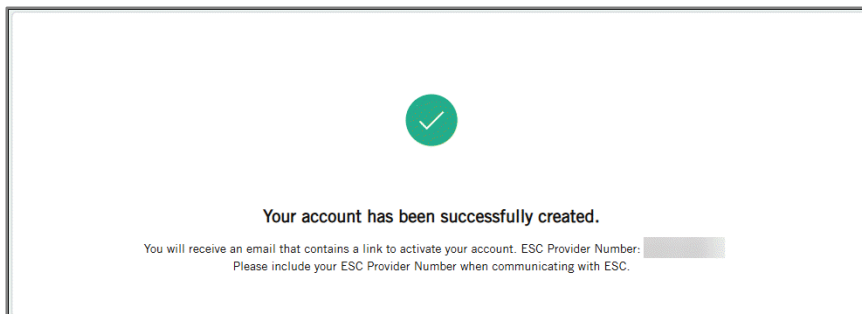
Submit

8. A message displays confirming that the web account has been created, which includes an ESC Provider Number. Make note of this ESC Provider Number and close the browser window.



An activation email is sent to your web account's registered email to activate the web account. The activation email expires in 24 hours, so you must activate it within this period.

9. In the activation email, click the **Activate Account** link. The ESC Provider Website opens in a browser to the *Login* page confirming that your account has been activated. You can now log in.



Continue **To complete the pharmacy information of a new pharmacy provider network enrolment** to finish the enrolment process.

+ To complete the pharmacy information of a new pharmacy provider network enrolment

1. Once logged in to the ESC Provider Website, click the **Enrolment** menu item if the *Pharmacy Information* page is not already displayed. Otherwise, it will display by default on the first log in to the web account.

The screenshot displays the Express Scripts ESC Provider Website interface. At the top, the navigation bar includes the Express Scripts logo, 'About Us', 'Contact Us', and 'Help' links. A user profile icon is in the top right corner. Below the navigation bar, a 'Welcome' message is followed by the user's 'Last Login Date: 2026-06-29 19:06'. A 'Settings' link is visible. The 'Enrolment' menu item is highlighted with a red box. Below the navigation bar, a progress bar shows five steps: 'Pharmacy Information' (active), 'Legal Business Information', 'Payment Information', 'Enrolment Preview', and 'Acknowledgment and Agreement'. A yellow information box states: 'You have not submitted your enrolment request. Provide all the necessary information and submit it to Express Scripts Canada. Our team will review your request and get back to you within 7-10 business days.' The 'Contact Us' section provides an email address: 'prorelations@Express-Scripts.com'. The main content area is titled 'Pharmacy Information (Exhibit B)' and includes the instruction: 'Please add all information according to the legal documents.' Below this, the 'ESC Provider Number: 0000200218' is displayed, along with 'Submitted On:' and 'Modified On:' fields. The form contains several input fields: 'Preferred language of communication' with radio buttons for 'French' and 'English'; 'Are you opening a new pharmacy? Select Yes if you are opening a new pharmacy location or No if you are purchasing an existing pharmacy location.' with radio buttons for 'Yes' (selected) and 'No'; 'Date of Pharmacy Opening' with a date picker; 'Pharmacy Operating Name' with a text input field; 'Banner / Chain Name (Other)' with a dropdown menu; 'Pharmacy Operating Address Line 1' with a text input field; 'Pharmacy Operating Address Line 2 (Optional)' with a text input field; 'City' with a text input field; and 'Province' with a dropdown menu. A red asterisk indicates required fields. A 'Next' button with a right arrow is at the bottom right. A note at the bottom states: '* Please review/update all required fields.'



You will have limited access to the ESC Provider Website prior to enrolment approval. You will gain full access once you are accepted as a member of the ESC pharmacy provider network.

2. Complete all required fields and select all required options in the *Pharmacy Information (Exhibit B)* page, including any additional ones that display based on your responses, and click **Next**.

The screenshot shows the Express Scripts website interface. The top navigation bar includes the Express Scripts logo, 'About Us', 'Contact Us', and 'Help' links. A 'Welcome' message is displayed with a user profile icon and the text 'Last Login Date: 2026-06-29 19:06'. A progress bar indicates the current step is 'Pharmacy Information', with other steps being 'Legal Business Information', 'Payment Information', 'Enrolment Preview', and 'Acknowledgment and Agreement'. A 'Settings' link is also visible. A 'Contact Us' section provides an email address: prorelationsstor@Express-Scripts.com. A yellow notification box states: 'You have not submitted your enrolment request. Provide all the necessary information and submit it to Express Scripts Canada. Our team will review your request and get back to you within 7-10 business days.' The main form is titled 'Pharmacy Information (Exhibit B)' and includes the instruction: 'Please add all information according to the legal documents.' Below this, there are fields for 'ESC Provider Number: 0000200218', 'Submitted On:', and 'Modified On:'. The form contains several sections: 'Preferred language of communication' with radio buttons for 'French' and 'English'; 'Are you opening a new pharmacy? Select Yes if you are opening a new pharmacy location or No if you are purchasing an existing pharmacy location.' with radio buttons for 'Yes' (selected) and 'No'; 'Date of Pharmacy Opening' with a date picker; 'Pharmacy Operating Name' and 'Banner / Chain Name (Other)' with text input fields; 'Pharmacy Operating Address Line 1' and 'Pharmacy Operating Address Line 2 (Optional)' with text input fields; and 'City' and 'Province' with dropdown menus. A red box highlights the 'Next' button at the bottom right of the form.

3. Complete all required fields and attach all required documentation in the *Legal Business Information (Exhibit B)* page and click **Next**.

The screenshot shows the Express Scripts website interface, now on the 'Legal Business Information (Exhibit B)' page. The progress bar indicates that 'Pharmacy Information' is complete (marked with a green checkmark) and 'Legal Business Information' is the current step. The 'Contact Us' section remains the same. The yellow notification box is still present. The main form is titled 'Legal Business Information (Exhibit B)' and includes the instruction: 'Ensure this information matches your pharmacy's official governance documents.' Below this, there are fields for 'ESC Provider Number:', 'Submitted On:', and 'Modified On:'. The form contains several sections: 'Type of Business*' with radio buttons for 'Corporation', 'Sole Proprietorship', and 'Partnership'; 'Have you been issued governance documents for your legal entity?' with radio buttons for 'Yes' and 'No'; and a 'Governance Documents*' section with a file upload icon and text.

4. Answer all questions in the *Questionnaire* page and click **Next**.

✓

Pharmacy Information

●

Legal Business Information

○

Payment Information

○

Enrolment Preview

○

Acknowledgment and Agreement

i You have not submitted your enrolment request. Provide all the necessary information and submit it to Express Scripts Canada. Our team will review your request and get back to you within 7-10 business days.

Questionnaire

ESC Provider Number: * Submitted On: * Modified On:

Ensure these details match your pharmacy's official documents.

Have any of the Directors, Officers, Owners, or Pharmacists listed above ever applied and been denied an ESC or Eclipse Provider Number?*

☐ Yes ☐ No

Have any of the Directors, Officers, Owners, or Pharmacists listed above ever had an ESC or Eclipse Provider Number and then lost their billing privileges?*

☐ Yes ☐ No

Do any of the Directors, Officers, Owners, or Pharmacists listed above have any pending concerns at their respective regulatory bodies?*

☐ Yes ☐ No

Do any of the Directors, Officers, Owners, or Pharmacists currently have an outstanding balance owing to a public and/or private payor due to a relevant audit?*

☐ Yes ☐ No

Does the legal entity currently have an outstanding balance owing to a public and/or private payor due to a relevant audit?*

☐ Yes ☐ No

Has any Director, Officer, Owner, or Pharmacist been the subject of an order or convicted for an information and/or billing breach/ infringement?*

☐ Yes ☐ No

Has any Director, Officer, Owner, or Pharmacist ever owned or operated any pharmacy at the time of an information and/or billing breach/ infringement?*

☐ Yes ☐ No

Has any Director, Officer, Owner, or Pharmacist ever had their billing privileges revoked for a public and/or private payor due to a relevant audit?*

☐ Yes ☐ No

Is the pharmacy set up according to NAPRA's level B and C requirements for the compounding of pharmacy preparations?*

☐ Yes ☐ No

* Please review and update all of the highlighted fields.

← Previous

Next →

5. Review and complete all requested information in the *Payment Information (Exhibit B)* page and click **Next**.

6. In the *Enrolment Preview (Exhibit B)* page, review and confirm the information, and click **Next** to continue. Use **Edit** to correct any information.

7. In the *Acknowledgement and Agreement (Exhibit B)* page:
 - a) Review all acknowledgement statements and select all check boxes if you agree.
 - b) Complete the *Details of Signatory* section in full.
 - c) If necessary, enter further information about your pharmacy in the **Additional Comments (Optional)**.

The screenshot shows the 'Acknowledge and Agreement' step in a multi-step process. The top navigation bar includes 'EXPRESS SCRIPTS', 'About Us', 'Contact Us', and 'Help'. A progress bar shows five steps: 'Pharmacy Information', 'Legal Business Information', 'Payment Information', 'Enrolment Preview', and 'Acknowledge and Agreement' (the current step). A yellow warning box states: 'You have not submitted your enrolment request. Provide all the necessary information and submit it to Express Scripts Canada. Our team will review your request and get back to you within 7-10 business days.' The main heading is 'Acknowledgement and Agreement (Exhibit B)' with the instruction 'Sign and submit the enrolment request.' Below this are fields for 'ESC Provider Number', 'Submitted On', and 'Modified On'. A large text box contains a legal disclaimer: 'By submitting this enrolment request, I confirm that I am aware that the information provided is accurate and complete. I am aware that this information may be validated and audited by ESC at any time, and that any change in this information requires a new modification or enrolment request in compliance with section 4.2 of the Pharmacy Provider Manual. By submitting this enrolment request, I (the signatory) warrant and confirm that: I have read the Pharmacy Provider Manual and acknowledge that the Pharmacy Provider Manual forms part of the Pharmacy Provider Agreement. I acknowledge and agree to be bound by all provisions within the Pharmacy Provider Agreement and Pharmacy Provider Manual.' Below this is a checkbox: 'By checking this box, I (the signatory) confirm that I have authority to bind the Provider to the terms of the Pharmacy Provider Agreement.' The 'Details of Signatory' section includes fields for 'Full Name', 'Contact Phone Number', 'Position/Title', and 'Submitted On' (with a date picker set to 2025-12-09). There is also an 'Additional Comments (Optional)' text area. At the bottom are 'Previous' and 'Submit' buttons.

8. Click **Submit** to send the pharmacy information to ESC with your enrolment request. A confirmation message displays once it is submitted successfully.

The screenshot shows a confirmation message with a green checkmark icon. The heading is 'Submission Successful!'. The text reads: 'You have successfully submitted your enrolment request. Our team will review your request and get back to you within 7-10 business days.' Below this are fields for 'ESC Provider Number' and 'Submitted On'. At the bottom is a 'Continue' button.

9. Make note of the ESC Provider Number in the confirmation pop-up if you have not already done so, as it is a unique identifier for your pharmacy that you will need in most communications with ESC.
An ESC Provider Relations representative will review your enrolment request within 7-10 business days.

10. Upon approval by ESC, you will receive a confirmation email advising that your new ESC Provider Number is active and you are now eligible to submit claims to ESC.

Your ESC Provider Website account will be activated on the following business day with full access to the website. In the meantime, you can continue to log in with limited access.

Appendix A. Revision History

Release #	Date	Summary of Changes
4.0	September 2026	Updated all website references from <i>ESC Pharmacy Provider Website</i> to <i>ESC Provider Website</i>. Updated the following sections with the addition of new provider types, Pharmacy (Quebec), Dental, and Extended Health Care, and the renaming of the existing Pharmacy provider type to Provider (All Provinces/Territories Excluding Quebec): • <u>Creating an ESC Provider Website Account</u> • <u>Using Your ESC Provider Website Account</u> (changed from Logging in to the ESC Pharmacy Provider Website) • <u>Enrolling a New or Existing Pharmacy in the ESC Pharmacy Provider Network (All Provinces/Territories Excluding Quebec)</u> Updated guide name from <i>ESC Pharmacy Provider Website – Getting Started User Guide</i> to <i>ESC Provider Website – Getting Started User Guide</i>. Updated images and information in the To complete the Pharmacy Information section.
3.0	April 2026	Updated account creation procedure note in the <u>Creating an ESC Pharmacy Provider Website Account</u> section. Added account unlocking information and new Unlock Account procedure to the <u>Logging in to the ESC Pharmacy Provider Website</u> section.
2.0	December 2025	Updated images and removed outdated information in the <u>To complete the Pharmacy Information section</u>.
1.0	August 2025	Initial publication.