

SunAdvantage™

Group absence and disability management now available online

As part of our commitment to being *easier to do business with*, we're continuing to build a better online absence and disability management experience for our clients. You can now submit Short- and Long-Term Disability claims, report Salary Continuance absences and run, export and/or print your own Claim Management reports online.

We are asking for your help to identify those in your organization who should be granted access to submitting disability claims electronically and viewing real time claim information.

You may assign two (2) access IDs per billing group to staff in your organization. Permissions may be assigned by contract number, billing group and the following system access criteria:

- Full access (claim viewing and e-claim submission)
- Claim viewing only
- E-claim submission only

To help you determine which individuals in your organization should receive access, we've developed a helpful [At a Glance](#) sheet to tell you about some of the basic functions of this new online service.

Please take a few minutes now to complete the highlighted sections of this [form](#) and return it to absence.disability@sunlife.com as soon as possible. Be sure to indicate your organization's employee access criteria for claim viewing and e-claim submission at this time and we will notify you once e-claim functionality is available. By completing this form, you are indicating you have authorization on behalf of the organization to provide approval for the following people to submit and/or view claim information for the contracts and billing groups listed. You will also be listed as the primary contact for access approvals moving forward.

Notification of access availability

Once we have received the completed form from you, please allow up to 30 days for access to be set up.

Each listed individual will receive a personalized email containing their access ID, addressed from absence.disability@sunlife.com.

Important Note: a second email will be sent separately, containing a temporary password. Please ensure that individuals listed are aware of the two emails they will be receiving and that they sign in and set up a profile.

Helpful tutorial available

An online tutorial will be available on the site at launch, and will take you through the general steps of viewing claim status online. This will provide your organization with the required information to use this new service.

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Questions?

Please contact your Client Service Administrator at 1-877-786-7227.