

UNDERSTANDING my coverage

OCTOBER 18, 2011

Giving you another way of claiming for drug expenses

Drug e-claims are coming on November 14! We are implementing them on www.mysunlife.ca, our plan member website, to give you more choice.

Your benefits plan already includes a Pay-Direct Drug (PDD) card that you can use to have your drug claim processed instantly at the pharmacy. This is your most convenient option. With drug e-claims, you'll have another alternative that gives you added flexibility, for example, if you forget to bring your drug card to the pharmacy.

Note: For now, you won't be able to claim for drug expenses through [my Sun Life Mobile](#).

Are drug e-claims different from other e-claims?

No – the process is similar to the way you claim for other expenses online. Just sign in at www.mysunlife.ca and have your receipts handy. As of November 14, you'll see Drugs as an e-claim option. Select the link and follow the few simple steps. Most expenses will be processed instantly, you can access your claim statement right away and payment is typically deposited into your bank account within 48 hours. It's fast and easy!

Questions?

If you have any questions, please contact the Customer Care Centre at 1-800-361-6212.