

UNDERSTANDING my coverage

August 30, 2012

New dental fee finder for Sun Life Financial plan members in Alberta

You may be aware that, unlike the rest of Canada, the Alberta Dental Association and College does not publish an annual fee guide for dentists to use as a reference. As a result, dental fees can vary widely among Alberta-based dentists. In light of this, Sun Life Financial and other insurers have to establish their own reimbursement levels for dental fees in Alberta.

Some dentists charge fees that are higher than our reimbursement levels. This difference between what dentists charge and what Sun Life reimburses is the plan member's responsibility. You asked us for information on the range of dental fees in Alberta to help you be more informed consumers of dental services and we've listened.

Making it make sense

Sun Life has developed a dental fee finder to help plan members in Alberta determine the range of fees that dentists charge in a certain area. This dental fee finder will allow you to have some insight into how your dentist's fees may compare with others in the area and with the maximum levels under Sun Life's reimbursement guide. While we know that price is not the only consideration in choosing a dentist, this information can help you make an informed choice in determining what steps, if any, you wish to take to help maximize the value of your dental coverage.

How does it work?

By visiting sunlife.ca/albertadental, you will be able to select a specific geographic area (by the first 3 characters of an Alberta postal code) to see the fees for 15 commonly submitted dental procedures in that area for which Sun Life receives claims. This dental fee finder, which is based on our claims data, shows just how much variation there is in fees in the various regions across the province. By being a better informed consumer, you can choose how you want to manage your out-of-pocket costs. For example, you can negotiate a better price with your dentist, get a cost estimate from another dentist in the area, or agree to pay your dentist's extra fees.

Check out the [website](#) to view the dental fee finder, FAQ and member information.

A few things to note

Sun Life's Alberta dental fee finder report is for informational purposes only and to help members like you to understand the dental situation in Alberta. The range in dental fees is for the time period indicated on the report and includes claims for services performed by general practitioners only which were submitted to Sun Life in the period indicated. The report may not include all regions; in regions where there are fewer than 5 dentists, there is insufficient information so no fees will be available for those postal codes. Your Sun Life dental plan may not include all the services listed in the report. Refer to your benefits booklet for details about your plan.

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More information

If you have any other questions we haven't yet answered, we've created a handy FAQ sheet that you can find [here](#) that should help.

You can also find additional information regarding dental care and dentists in Alberta at the Alberta Dental Association and College [website](#). Specific information regarding your plan and dental coverage can be found by referring to your benefits booklet.

Questions?

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