

UNDERSTANDING my coverage

January 17, 2013

Thumbs up for service provider e-claims

Last [September](#), Sun Life launched a new service across Canada that increased your e-claims submission options – your physiotherapist, chiropractor, optometrist and optician can submit your claims right from their offices or clinics – at no cost to you!

The good news is in

We are happy to report that many of you are taking advantage of this great new service. And, the service providers listed above continue to sign up to use this e-claims submission method. Almost half of service providers in Canada now offer e-claims submission. The percentage of providers in the Maritime Provinces is even higher with 70% of providers are now able to electronically submit your claims for you.

The perks of service provider e-claims

To learn how to easy it is to use the service, visit www.sunlife.ca/ProviderEclaims. You can also find out whether your providers use e-claims submission by visiting the TELUS Health website, www.myhealthreference.com (then select “Resources Near You”). Simply put in your postal code to find providers in your area who use the service. For other general information about the service, refer to the one-page [flyer](#) we prepared for you.

Keep more of your money in your pocket. When you visit a physiotherapist, chiropractor or vision care professional who offers the e-claims submission, you pay only any balance not covered under your benefits plan. This means you don't have to pay it all up front and then wait to be reimbursed, and you don't have to fill out a paper claim form. It's so easy and convenient!

Questions?

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