

UNDERSTANDING my coverage

February 27, 2014

More claims submission options for you!

Your massage therapist, acupuncturist and naturopathic doctor can now submit your claims

Note: If your benefits plan does not allow you to submit provider claims online, you will not be able to use this TELUS Health service.

Sun Life, working with TELUS Health, is expanding a popular service. When your service provider is registered with TELUS Health's eClaims service, they can submit your claim online for you, starting in late February. Besides massage therapists, acupuncturists and naturopathic doctors, this service is already available with physiotherapists, chiropractors, optometrists and opticians who have registered with TELUS Health.

How it works

Similar to the process in most dental offices, when these registered healthcare providers submit your claims, you may not have any out-of-pocket expenses – or you may pay a reduced amount, depending on your benefits plan coverage. Note that if your service provider has not yet registered for TELUS Health's eClaims service, you will need to pay for the treatment and then submit the claim yourself.

More than 19,000 service providers in Canada are registered with the TELUS Health eClaims service – that's about one-third of all Canadian providers – so you should have convenient access to many of them. Please take a look at this [flyer](#) about the service and how to find a registered service provider near you. You can also visit mysunlife.ca to learn more about provider-e-claims and access the provider look-up website.

Other electronic claims (e-claims) options

You asked for faster, easier claims, so we added the service provider option. You also have other ways to submit claims online (no paper claim forms for you to fill out!):

- Web (through mysunlife.ca);
- iPhone and BlackBerry, using the my Sun Life Mobile app (sunlife.ca/mobile); and
- Android and other smartphone devices (m.sunlife.ca). For more details, go to sunlife.ca/mobile.

Give this claims service a try

We hope you'll try this the next time you need to visit one of the service providers listed above. You can also ask your current healthcare providers if they have registered yet for TELUS Health eClaims. It's all about fast and easy service for you.

Questions?

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