

# Major contract update

SunAdvantage™ Edition

January 28, 2021

## A change to your dental benefits contract

Effective May 1, 2021, we're adding a reasonable and customary (R&C) definition to your dental contract to help improve plan sustainability.

### Why the addition

Adding an R&C definition will help to manage dental care costs for you, and your plan members. Along with the Dental Fee Guide, the R&C also lets us apply limits on the eligible fees and expenses for certain procedures, when the contract is silent on those limits.

Here's what we'll add to your plan member booklet, effective **May 1, 2021**.

Under **General description of the coverage**:

For each dental procedure, we will only cover reasonable and customary charges.

**Reasonable and customary** charges mean:

- charges considered necessary for the treatment and maintenance of a person's oral health, according to standard Canadian dental procedures and practices, and
- charges of a reasonable frequency and duration, as determined by Sun Life.

In addition to this, we'll replace any reference to: "reasonable expenses" and "customary charge," or "usual and reasonable charge," or "usual, customary or reasonable charges," with "reasonable and customary charge(s)."

**This Focus Update is an important document and serves as an amendment to your plan. We'll update your plan member booklet at your next plan revision.**

### Questions?

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