

Understanding My Coverage



Giving you the care you need: changes to make it easier

We know you may not have access to your regular health-care providers right now. We'll keep paying health claims up to **June 30, 2021**, that would normally require:

- additional documentation
- signatures
- referrals
- laboratory information, where we previously had this information on file and it has expired

This includes:

- Prescriptions, nurse practitioner or doctor referrals for paramedical services
- Drug exception forms, which include prior authorization and special authorization

To make things easier for you, we're accepting copies of forms. You can print the form, sign it and then submit a photograph of that document. You don't need to mail us the original. You can send us the forms through the **my Sun Life mobile app**. You also have the option to send forms to us by mail or fax. It's a small step that will help you get the continuity of care you need. Please take care and stay healthy!

Is your drug exception form expiring?

Starting in April, we'll send a letter to you if you have a drug exception on file that is about to expire. The letter will explain the next steps to continue coverage for your drug exception.

Questions? We're here to help.

Please call us at 1-800-361-6212, Monday to Friday, 8 a.m. to 8 p.m. ET.