

Understanding My Coverage



April 17, 2020

Nurse practitioners, online health forms: new solutions for you

We've made some changes to health claims to help you during this time.

Submitting health statements – no printer required

At times, we may need you to submit a health statement, such as when you're increasing coverage or adding dependents. We know that you may not have access to a home printer, and can't print the online form. Here's what you can do to get a signed health statement to us.

1. Complete the online fillable Health Statement and save it as a PDF. Then send the PDF by email to Medical Underwriting: medicaluw@sunlife.com
2. Our internal teams will print the health statement. They will then mail it back with a letter for you to sign, and a return envelope.
3. Once you sign the form, you can return it by mail or fax. These are the most secure options for returning the form. You can also take a photo or scan of the signed form and email it back to Medical Underwriting: medicaluw@sunlife.com. When our Medical Underwriters receive the health statement, they will review it. Once they make a decision, they will send the decision letter back to you.

If you have a printer, you can complete, print and sign the form. You can then return it by mail or fax. These are the most secure options for returning the form. You can also take a photo or scan of the signed form and email it to Medical Underwriting: medicaluw@sunlife.com.

Please ensure you have proper email security on your computer when sending documents to us. While your information is secure on our systems, a third party could intercept your email before it reaches us. For this reason, we can't guarantee the security of any email or attachment.

Now accepting claims prescribed by nurse practitioners

You may be receiving care from a nurse practitioner instead of a doctor. We'll now allow coverage for specialist referrals and prescriptions for medical expenses from nurse practitioners. This includes referrals to paramedical practitioners and prescriptions for drugs or medical devices covered by your benefits plan. What nurse practitioners can do varies by province. This means that the scope of coverage may vary depending on where you live.

Questions?

Please call us at 1-800-361-6212, Monday to Friday from 8 a.m. to 8 pm. ET. You can also go to mysunlife.ca and live chat with us from 9:00 a.m. to 5:30 p.m. ET.

Group Benefits are provided by Sun Life Assurance Company of Canada, a member of the Sun Life group of companies.

