

### Service provider e-claims submission continue to gain popularity

Last [September](#), Sun Life launched a new e-claims service nationally which gave your plan members the ability to have their e-claims submitted on the spot by their physiotherapists, chiropractors, optometrists and opticians.

#### E-claims update

We are happy to report that the volume of e-claims submitted by service providers registered with the TELUS Health eClaims network continues to grow steadily since the national launch at a rate of almost 300% per month over paper claims!

We know from service providers themselves that this method of claims service for your plan members is quickly being recognized as an additional way that they can provide even better patient service, as well as a key method for doing business going forward.

As of December 11, 2012, we understand that 42% of service providers have registered nationally for e-claims submission through TELUS Health – this represents a 30% increase since the national launch! And, in New Brunswick, Nova Scotia, Prince Edward Island and Newfoundland & Labrador, almost 70% of providers are registered which is significantly higher since the Atlantic launch on July 31, 2012.

#### Spreading the news

This continues to be great news for your plan members. Please encourage your plan members to try the service if they haven't yet. We've prepared this [communication](#) for you to share with them.

#### Questions?

Contact your Sun Life Financial group benefits representative.