

UNDERSTANDING my coverage

September 20, 2012

You now get more claims submission options!

Your physiotherapist, chiropractor, optometrist and optician can submit claims for you. Sun Life, working with TELUS Health, is happy to announce a new service that launched across Canada on September 17, 2012. If your service providers have registered with TELUS Health for their eClaims service, the providers can submit your claim online for you.

How it works

Physiotherapists, chiropractors, optometrists and opticians who are registered with TELUS Health can make e-claims submissions on your behalf. Much like going to most dental offices, your claims can be submitted on the spot by these healthcare providers. You may not have any out of pocket expenses either – or you may pay a reduced amount, depending on your benefits plan coverage.

More than 10,000 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 see the attached [flyer](#) about the new service and how to find a registered service provider near you. You can also visit www.sunlife.ca/providereclaims to learn more.

About electronic claims (e-claims) options

You asked for faster, easier claims service, so we added the new service provider option. This means you now have several ways to submit claims online:

- Web (through mysunlife.ca);
- iPhone, BlackBerry mobiles (sunlife.ca/mobile) and other Android and smartphone devices (m.sunlife.ca); and,
- NEW! Healthcare service providers who registered with TELUS Health eClaims for this submission service.

No paper claim forms for you to fill out!

Give the new claims service a try

We hope you'll try the new claims service the next time you need to visit a physiotherapist, chiropractor, optometrist or optician. You can also ask your service 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.