

IMPORTANT: Delisted provider

UNDERSTANDING my coverage

Month DD, YYYY

Healthcare service provider delisting

After careful review and consideration, Sun Life may decide to delist a provider. This means that we will no longer process claims for services or supplies from certain healthcare service providers, clinics, facilities or medical suppliers (called “provider” below). These providers are placed on a Sun Life “delisted provider” list.

Details about a delisted provider are set out below. After the effective date, also referred to below, we will not process claims for services or supplies obtained from the named provider.

Many different circumstances could give rise to a decision to delist. Generally, we take this step as a result of the provider’s administrative practices.

Delisted service provider details

Effective <date>, Sun Life will not pay for claims for services or supplies provided by:

<Practitioner name>, <credentials if available>
<Title>

OR <Facility name>
<Address 1>
<Address 2>

To see a list of the delisted providers, please go to mysunlife.ca and select the delisted providers message. We encourage you to check the list periodically so that you don’t unknowingly use a delisted provider, which would result in your claim being declined.

Why delisting a provider is necessary

It’s important that only eligible claims are processed and paid. It allows us to better protect you, your employer and your group benefits plan.

Questions?

Please contact the Customer Care Centre at 1-800-361-6212, Monday to Friday, 8 a.m. to 8 p.m. ET.