

Enhancing the online paramedical claims process

Effective June 12, 2016, we're making a change to our Plan Member Services website that will help provide another means of controlling claims fraud. When claiming online for paramedical expenses, plan members must now include the full address of the facility where they received the treatment.

In addition, when claiming online for paramedical treatments received at home, plan members can now specify additional types of treatments, e.g., massage and chiroprapist services, etc. Previously, only physiotherapy treatments received at home could be indicated online.

Note: Currently, these enhancements are only available for claims on www.mysunlife.ca. They are not accessible through Sunlife.ca/mobile or our Web app, m.mysunlife.ca.

Why we're making these changes

Capturing exactly where paramedical services are provided enables Sun Life to look at patterns in provider and facility relationships. These additional insights into activities conducted at specific locations can help us manage fraud more readily.

What's changing on the website?

A new question, "Where was this service provided?" has been added to the Claim Information page:

Paramedical e-claim
Claim Information

Step 4 of 4
Please complete the claim questions below using the information on your receipts.
Not sure what we're asking for? Click on the column headings for more information.

[new provider](#)

Claim Information Instructions:

Provider	Where was this service provided?	Type of Service	Service Date dd/mm/yyyy	Claim Amount (\$xxx.xx)	Initial Visit
Michael Smith	124 Main St			\$	<input type="checkbox"/> clear
	In patient's home			\$	<input type="checkbox"/> clear
	+ Add new facility			\$	<input type="checkbox"/> clear
				\$	<input type="checkbox"/> clear
				\$	<input type="checkbox"/> clear
				\$	<input type="checkbox"/> clear
				\$	<input type="checkbox"/> clear
				\$	<input type="checkbox"/> clear
Total Amount Claimed: \$0.00					

[continue](#) [cancel](#)

Continued...

Completing claims

- When entering a claim for a **previous provider's services**, plan members select the provider's name from the drop-down list, then choose:
 - The provider's address,
 - In patient's home, or
 - + Add a new facility. (This applies when the provider performed services at a different location from the one(s) displayed.)
- When entering a claim for a **new provider's services**, plan members must include either:
 - The street address, city, province and postal code for the provider's facility, or
 - Their registered business address (when the services are provided in the patient's home).

Informing plan members

We've provided a [communication](#) to share with your plan members so they are aware of the change.

Questions?

Contact your Sun Life Financial group benefits representative.