

Changes regarding eligibility of osteopathic providers

Important information to share with plan members about changes of eligibility with osteopathic providers

Please be advised that Sun Life no longer recognizes services provided by osteopathic providers registered with the following associations:

- Ontario Osteopathic and Alternative Medicine Association (OOAMA)
- Société des Ostéopathes du Québec (SOQ)
- Society of Osteopaths of Canada (SOC)

This decision is not intended to question individual provider integrity, credibility or professionalism. Rather, the associations do not meet the administrative standards required by Sun Life.

What does this mean for plan members?

We will provide these osteopathic providers a grace period for treatments performed in 2017, ending April 15, 2017. During this time, we will continue to consider claims submitted from our plan members for services performed by osteopathic providers registered with these associations. Before the expiry of this period, osteopathic providers have the option to register with another osteopathic association approved by Sun Life.

Please share the [attached communication](#) with your plan members, advising that Sun Life no longer processes claims for services provided by members of these associations after the date specified above.

Also, attached is a [sample of the letter](#) we'll be sending to OOAMA osteopaths.

Questions?

Contact your Sun Life Financial group benefits representative.