

## Popular provider ratings feature now allows dependent ratings

Starting March 26, plan members can also rate their dependents' experience during paramedical e-claims process

Since August 2016, Group Benefit plan members have been able to rate their paramedical\* providers' services when submitting e-claims using the desktop version of [mysunlife.ca](http://mysunlife.ca). To date, over 800,000 provider ratings have been submitted, for more than 60,000 unique providers!

Starting on March 26, 2017, plan members making a paramedical e-claim on [mysunlife.ca](http://mysunlife.ca) will also be able to rate their *dependent's experience* with the service provider.

As before, the ratings range from one to five stars and will be anonymous. They will be incorporated as part of the average ratings calculations shown in the Provider Search feature on the [my Sun Life Mobile](#) app. Adding dependent ratings will make Provider Search even more useful to plan members looking for a provider in their area.

Your plan members will see a message at [mysunlife.ca](http://mysunlife.ca), advising them they can now rate more experiences with service providers. However, you can help make them aware by sharing the [attached bulletin](#) with them.

This is just one of the many digital enhancements planned for 2017 to make it easier for our clients to do business with Sun Life. Over the next few months more Provider Search enhancements will be announced, making the plan member experience even easier and more convenient. Stay tuned!

### Questions?

Please contact your Sun Life Financial group benefits representative.

\*Paramedical including: chiropractors, physiotherapists, chiropodists, osteopaths, massage therapists, naturopathic doctors, podiatrists, psychologists, and acupuncturists