

## Service provider delisting update

Sun Life sometimes finds it necessary to disallow certain healthcare service providers, clinics, facilities or medical suppliers (all referred to as “provider” below) from claims processing and reimbursement in an effort to better protect your plan.

### Service provider list update

We’ve updated our delisted providers list and effective immediately, your plan members will no longer be reimbursed for any claims or services from these providers. To view the providers, please log in to your password protected site through [mysunlife.ca](http://mysunlife.ca) to view the identity of our delisted providers.

For any administrators who don’t have access to the [mysunlife.ca](http://mysunlife.ca) password protected site, the list of providers is also available within the secure Plan Sponsor Services site. It’s located on the left side of the home page.

### Plan member communication

We prepared the attached [plan member communication](#) about the newly delisted providers that we recommend you share with plan members. It also contains a link to [mysunlife.ca](http://mysunlife.ca), so they can go to their respective password protected page to view the updated delisted providers.

### Why Sun Life made the decision to delist

Sun Life is committed to providing effective claims management services to plan sponsors and plan members to ensure we pay for eligible claims only.

### Questions?

Contact your Sun Life Financial group benefits representative.