

More ways for plan members to rate providers

Since the launch of Sun Life's national healthcare provider ratings network, GB members have provided over one million ratings! Our members have responded overwhelmingly to help empower each other to take charge of their health and well-being.

GB plan members are currently able to rate paramedical providers when they submit a desktop e-claim processed on mysunlife.ca, on behalf of themselves or their dependents.*

Beginning the week of July 23, 2017, members will also be able to rate these types of providers when submitting a paramedical claim using the **my Sun Life Mobile app**. In addition, members will be able to provide ratings for vision (optometrists and ophthalmologists) and dental providers (dental GPs, specialists and hygienists) as part of the e-claims flow on the **my Sun Life Mobile app**.

Additional mobile enhancements include:

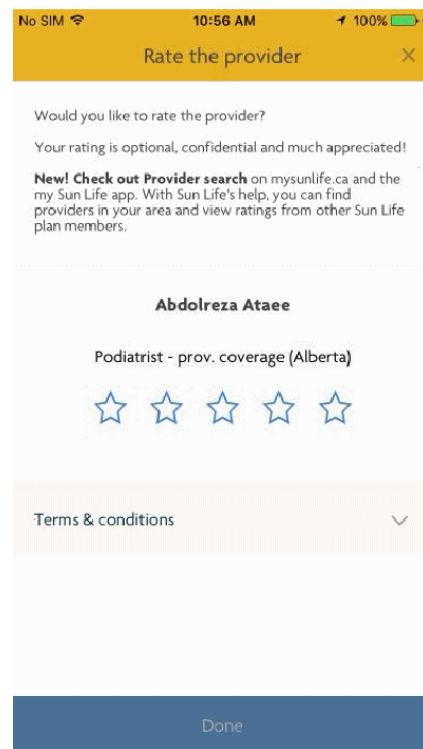
- The Provider search map view will let members see all their search results on one map, helping them to compare and choose providers more easily.
- The Drug lookup feature will now be available under the main Benefits menu:
 - GB members with PDD coverage - No change to the functionality, including full drug search and information on coverage and alternatives, they will simply be able to access it directly from the Benefits menu.
 - GB members with no drug coverage or on non-PDD plans - **New!** Members will now be able to find useful and trusted information on drugs including side effects, usage and contraindications.

Changes to the desktop experience on mysunlife.ca

To align the website with the new capabilities on mobile, GB members will be able to provide ratings for vision and dental providers as part of the e-claims flow on the secure member site at mysunlife.ca.

- Members will be able to filter Provider search results by average rating or direct billing. They can also sort results by average rating, distance, or last name.

Note: Ratings collected during claims submission on both mobile and web are used to calculate the average rating for each provider displayed in Provider search. Paramedical provider ratings



FOCUS update

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will be added to provider listings in Provider search immediately, while dental and vision ratings will begin to be displayed once dental and vision providers are added to Provider search later this year.

Stay tuned for more information in the months ahead to learn more about changes and enhancements to come later on this year, including further Provider search capabilities and the ability to rate paper dental claims and claims that are submitted directly to Sun Life by the provider.

Plan member communication

We've prepared the attached [plan member communication](#) about the new capabilities that we recommend you share with plan members.

* Includes: physiotherapists, chiropractors, massage therapists, psychologists, naturopaths, osteopaths, acupuncturists, podiatrists and chiropodists. The features available depend on your plan design.

Questions?

Contact your Sun Life Financial group benefits representative.

Group Benefits are provided by Sun Life Assurance Company of Canada, a member of the Sun Life Financial group of companies.

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