

New PDD email alerts leading plan members to health knowledge

Beginning in October 2017, plan members will receive an email notification when a PDD (Pay-Direct Drug) claim is being paid. The email will lead the plan member to additional information that can help them manage their health.

How it works

Plan members who have an email address in Sun Life's records will get the automated email after filling a PDD prescription, though members will not receive more than one PDD email a day. The format will be similar to the existing email alert notifications that members receive about other types of benefits. The email will link the plan member to a public web page that shows how to access information in the secure environment via desktop or the mobile app.

What plan members will learn

Once logged into the secure website or mobile app, plan members will:

- Learn more about drugs they've been prescribed
- See comparable potential alternatives that could save them money, to be discussed with their medical doctor
- Be able to view their claims history and coverage details.

This is information plan members have told us they are looking for in recent surveys.

The amount of information they see will depend on what their plan allows. This information has been available on mysunlife.ca for some time. The addition of the email creates an active push to that information at a key point – when the plan member's prescription is top of mind.

Questions?

For more information, please contact your Sun Life Financial group benefits representative.