

Exciting new updates – new disability claim forms

We're excited to announce several form updates to help support you and your plan members when applying for disability benefits.

Sun Life is introducing new digital options for the submission of claim forms and other documents! We've also enhanced our disability forms and Claim Guides to reduce the amount of follow-ups and speed-up the decision making process.

Updated claim forms

Some of the highlights include:

- Updated questions to improve the exchange of information from you and your plan members
- In response to the new [Genetic Non-Discrimination Act](#), we now advise plan members that they shouldn't send us copies of their genetic tests
- Updated privacy statement and new submission options

LTD – Attending Physician's Statements (APS)

- There are now three Attending Physician's Statements (APS) that are part of the LTD claim form package, which align with our top diagnostic categories – Mental Health, Musculoskeletal and General
- Plan members submit the most appropriate APS for their condition
- The questions on the forms align with industry standard physician statements and help physicians provide us with the information we need

Disability Claim Guides

- Updated for a more user-friendly experience
- LTD Claim Guide includes instructions for the three new APS forms
- The new Claim Guides direct members to the Plan Member Statement for more information on their submission options

All disability forms will continue to be available in a fillable format. This makes filling and saving the form that much easier!

When will the new forms and Guides be available?

The updated forms and Claim Guides will be available in December on:

http://www.sunlife.ca/Canada/sponsor/Group+benefits/Forms?vgnLocale=en_CA

New submission options – Mobile is now available!

If your plan members have access to the **my Sun Life mobile** app through another line of Sun Life business (e.g. Group Health & Dental or Group Retirement), they can now submit disability documents using the app.

Email

Given the increased demand for email submission, we have made this new option available.

Future electronic/digital submission options are currently under review for both plan members and plan sponsors. Stay tuned for updates in 2018!

Actions you need to take

- Please destroy any disability claim forms you may have and start using the updated forms and Claim Guides available in December on:
http://www.sunlife.ca/Canada/sponsor/Group+benefits/Forms?vgnLocale=en_CA
- If you have saved an electronic version of the Plan Sponsor Statement, please replace it with the newest version of the form
- Remind plan members to use the new disability claim forms
- If you are providing your plan member with a printed version of the LTD claim forms, please print all three Attending Physician's Statements. The member and their physician will decide which form needs to be completed

Reminder

The submission options for plan sponsors remain the same.

FOCUS update

group benefits news

November 23, 2017

As a plan sponsor, you can continue to submit your completed Plan Sponsor Statements through the Group Benefit Absence & Disability web portal, by email (if you have TLS set up) or fax.

Please start using the new email address – disabilityclaims@sunlife.com. Any emails sent to our prior email address will be redirected to this new inbox.

Customized forms

Please note that if you have customized disability claim forms, we will be updating your forms in 2018.

Questions?

Contact your Sun Life Financial group benefits representative.