



## Service provider delisting update

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

### 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 delisted providers, please log-in to [mysunlife.ca](https://mysunlife.ca) and follow these steps:

- Go to the **Benefits centre** within the Benefits section (bottom right-hand corner)
- Go to **Take me to** on the right
- Click on the link titled **Delisted providers list** to open the PDF file in a new screen
- Scroll through the list to search for delisted providers

You can also search for specific providers by pressing Ctrl+F on a PC or Command+F on a Mac, and type the name of a provider.

Administrators who don’t have access to the [mysunlife.ca](https://mysunlife.ca) password protected site can find the list of providers on the secure Plan Sponsor Services site. It’s located on the left side of the home page.

### Plan member communication

We’ve prepared the attached [plan member communication](#) for you to share with plan members. It also contains a link to [mysunlife.ca](https://mysunlife.ca). So, they can easily log-in to review the updated list.

### Why Sun Life made the decision to delist

Sun Life is committed to providing effective claims management services to help ensure plan sustainability.

### Questions?

Contact your Sun Life Financial group benefits representative.