

Focus Update



October 31, 2018

Announcing Lumino Health network – an innovative health platform for all Canadians

We're very excited to announce that Sun Life has launched the Lumino Health network (luminohealth.ca) – Canada's premier online network of health resources to all Canadians. [Click here](#) to read the media release.

We've learned from plan members that Canadians want simple, trusted, and relevant health information and solutions. The Lumino Health network will help Canadians make better decisions about the providers, products and services that they use. This resource is the only place where they can find all this health information at their fingertips, using accurate and trusted provider ratings, cost transparency, and the expertise of Canada's most trusted group benefits provider.

Why we built Lumino Health network

There are many situations where people may need help finding health care information or a new health-care provider. They could be dealing with a new health condition requiring specific treatment, they've moved to a new town, or their regular provider has retired.

The information they need will now be available at their fingertips through Lumino Health.

We're in a unique position to provide this platform. Sun Life's relationships with health-care providers and innovators – along with millions of clients – provides us with a wealth of valuable data relating to health-care costs, claims, and provider locations and ratings. With Lumino Health, we've found a way to use this data to provide Canadians with better choice, better access, and better value when it comes to their health-care decisions.

Focus Update



The Lumino Health network advantage – how Canadians will benefit

Canadians want simple, trusted, and relevant health information and solutions. Lumino Health provides it. Here's what you'll find at luminohhealth.ca:

- Search for top-rated health providers through Provider Search: Lumino Health makes our exclusive Provider Search tool available to everyone. Canadians can search from more than 150,000 health providers from across the country – supported by more than six million ratings from plan members who have used these services. Providers include dentists, massage therapists, chiropractors, physiotherapists, psychologists and more. In addition to identifying top-rated health providers, Canadians will be able to cost compare services and products to further refine their search. Many providers also offer additional information such as hours of service, areas of specialty, and languages spoken. Users can even request an appointment, right from within the tool.
- Learn about new health solutions: Sun Life has researched and met with hundreds of health-care innovators who are looking to solve health pain points for consumers. We showcase our top innovation picks in Lumino Health's Discovery lab, often with a discount or special offer. And we continue to update the lab with health innovations as we find them.

The products and services offered are the ones we think have real potential to help Canadians live healthier lives. Consumers can also provide feedback and ratings on their experience with the health innovations they've tried.

- Gain health knowledge: Sun Life is partnering with organizations who have credible voices on health, such as Diabetes Canada, Heart & Stroke Foundation of Canada and AGE-WELL. Through Lumino Health, we surface health partner articles, videos, podcasts, and events that will be of interest to consumers, organized by health topic for ease of use. Topics include fitness and lifestyle, diet and nutrition, mental health, aging and caregiving, virtual care, family health, home care and more. We have 22 partners that we are working with and will continually add partners and their health content to benefit Canadian consumers.

Focus Update



What does this mean for you and your clients?

Lumino Health is built primarily for Canadians outside of the plan member network, but you and your clients can still benefit.

You can share Lumino Health with your teams, and both your Sun Life and non-Sun Life clients as a value-added offering that can provide better choice, access and value when it comes to health care.

Plan members can access it either through the public Lumino Health site or through their **mysunlife.ca** or **my Sun Life Mobile** account. Plus they can now share the benefits of the Provider Search tool with their families and friends.

Communications plan

We are promoting Lumino Health to Canadians, and will be sharing the news through various channels including a banner on sunlife.ca + landing page, radio, billboards, urban pathways and elevators, transit, the Digital health network found in doctors' offices and digital ads on web and mobile.

Plan members will see information about Lumino Health in the following places:

- A tile on **mysunlife.ca**
- A message in the notifications section on **my Sun Life Mobile**

If your clients do not want this plan member access to Lumino Health, please contact your Sun Life Financial group benefits representative.

Questions?

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