



November 28, 2019

## Enhancing the provider search experience with key features

To help plan members live healthier lives, we're making it easier than ever to connect with health care providers. When using the provider search tool, plan members can favourite the providers they use on a regular basis. This allows easy access to favourites in the future. And starting in December, plan members will be able to book appointments online with some paramedical providers.

### Bringing the "Favourites" list to life

Earlier this year, we launched the favourites feature on provider search. Plan members can select their favourite providers by clicking on the heart icon on the providers' profile.

Favourites make it easy for plan members to connect with the providers they use the most. They can:

- See all of their provider information in one convenient spot
- Click to call
- Get directions on the go
- Book appointments online

In the coming months, plan members will be able to submit their claim through the favourites list. This way, they'll have less information to fill in. It will also reduce delays in getting reimbursed due to inaccurate information.

Mid-December, we'll email plan members about these features. We'll encourage them to review the favourites list we've [started](#) or [updated](#) based on their claims history, and add to it.

Through provider search, plan members can share their favourite providers with family and friends. They can do so by text, email and on social media. What's more, all Canadians can access provider search by going on [Lumino Health](#).

### Questions?

Please contact your Sun Life Group Benefits representative.