



November 28, 2019

All of our digital innovations – at your fingertips

Sun Life is redefining benefits in the digital age, with smart, accessible services that deliver better access and help benefit dollars work harder. One of the ways we are achieving this is by digitizing the disability experience for our Clients and their members.

Improving the disability experience for your members

When it comes to disability claims, our goal is to make sure that you and your members have all the information you need, when you need it. We strive to make the claims submission process as easy as possible.

With access to Sun Life's digital platforms, your employees can learn about what's required to submit a disability claim ahead of time, and complete the submission process at their own convenience.

When your employees need to submit a disability claim, they can submit their plan member statement online – no faxing or envelopes and stamps required.

The upload document feature on both web and mobile allows members to submit forms electronically.

Here's a look at some other features:

- Members can submit their disability claims online through **mySunLife.ca** or the **my Sun Life mobile app**.
 - This includes the plan member statement, physician statement and other supporting documents.
- Members can also check the status of their claims online.
 - They'll find the name of the Disability Case Manager assigned to their claim along with information about additional steps.
- Linking to missing forms
 - When there is missing information from the member, or the attending physician's statement, this feature makes it clear what form is incomplete and where to find it.

Focus Update



Access to digital innovations on mySunLife.ca and the my Sun Life mobile app

Helping our Clients live healthier lives is key to our purpose – even if their health and dental benefits are with another carrier. We want all of our Clients to benefit from our digital health and wellness innovations.

That's why we've now made the following features accessible to your members through **mySunLife.ca** or the **my Sun Life mobile app**:

- **Provider search** – helps your members look for local providers with cost information and service ratings. This tool can help your members choose the best health or dental care provider for their needs, even if their health and dental benefits are not with Sun Life.
- **Lumino Health** - The Lumino Health network – luminohealth.ca - is Canada's premier online network of health resources. It's a free resource that's open to all Canadians, regardless of whether they have any benefits with Sun Life.

Share the [attached flyer](#) with your members so they can learn more about the potential innovations they can access through **mySunLife.ca** and the **my Sun Life mobile app**. Please note that not all of these features are available for all members.

Have your members start using mySunLife.ca and the my Sun Life mobile app today!

We've put together the following handy flyers to help your members get the most out of their digital experience:

- [How to register online for mySunLife.ca and the my Sun Life mobile app.](#)
- [How to submit disability claims through mySunLife.ca and the my Sun Life mobile app.](#)

Talk to your members about registering online today, so they can manage their benefits anytime, anywhere!

Questions?

Contact your Sun Life Group Benefits representative.