



July 30, 2020

Flexibility for health and dental coverage until September 30, 2020

Our top priority is ensuring that plan members continue to receive the care and treatment they need from their health-care providers.

Provinces are moving to more advanced stages of reopening and most health practitioners are now seeing patients. But we know that plan members may still have reduced access to their regular health-care providers. With limited access, it may be difficult for plan members to update prescriptions, referrals and other documents needed to support certain healthcare claims.

So if any such documents expire before **September 30, 2020**, we'll still pay an otherwise eligible claim. This includes:

- Prescriptions, nurse practitioner or doctor referral for paramedical services
- Drug exception forms, which includes prior authorization and special authorization
- Provincial Specialty drug program responses or documentation

As a reminder, we don't require a wet signature on our drug exception forms. We can accept signatures in e-signature format. Once a plan member has all their forms signed, they can send them to us using the my Sun Life mobile app. They also still have the option to send forms to us by mail or fax. We've created this [Health & Dental flyer](#) for you to share with plan members.

We plan to reinstate our usual requirements on **October 1, 2020**. If this changes, we'll let you know. We hope these steps will help plan members continue to get the care they need.

Questions? We're here to help.

Please check our Group Benefits [COVID-19](#) website daily for updates. If you have questions about our response to COVID-19, please don't hesitate to call your Group Benefits representative.