

FAQ

1. Is it mandatory for dental providers to register on Sun Life Direct and sign up direct deposit?

Currently, there is no mandatory requirement for a dental provider to register on Sun Life Direct. Although, as part of our commitment to going paperless, our goal is to transition all of our payments for assigned claims from cheque to direct deposit in the future. Sun Life is committed to helping providers make the adjustment to paperless. We are providing this notice period and working through the specifics of the transition to ensure everyone is ready for this change.

2. Now that information is available on Sun Life Direct, is Sun Life going to stop taking provider calls?

Our customer care centre will continue to accept coverage calls while dental providers adapt to the new process of finding information online. The customer care centre will always be open to dental providers who need to call us for information that is not available on the website, as well as to our plan members. A typical example of information for which a provider may need to call is overpayments or underpayments.

3. Can a dental provider register for Sun Life Direct in order to access information about eligibility and coverage but not register for direct deposit?

Yes, a dental provider can register for Sun Life Direct without registering for direct deposit. If a dental provider does register for direct deposit, the dentist will also need to register for Sun Life Direct as payment information will be available on the website and will no longer be mailed.

4. In situations where there are numerous dental providers working in one office, or where one dental provider works in various offices, is there flexibility when it comes to which bank account payment receives the direct deposit?

A provider working out of multiple facilities can add all of their facilities and the associated banking details for each facility to this form. Our focus groups and research revealed that there is no common standard for how dental providers and facilities prefer to receive payments; therefore we designed our solution to offer the maximum flexibility possible. You can access the Direct Deposit Registration form on the Sun Life Direct homepage.

5. When Sun Life emails me to let me know that a claim has been processed, why isn't there enough information on the email for me to do a reconciliation?

We must protect the privacy of our plan members/your patients. To ensure privacy protection, we provide detailed information only in the password protected environment of Sun Life Direct. Typically, you will receive an email notification that a claim(s) has been processed 24-48 hours after submission. This notification lets you know that the detailed information you need to do a reconciliation is now available on Sun Life Direct. We cannot include more detailed claim information in the Payment Notification email as it does not help ensure privacy in the same way as our password protected website.

Questions?

Call our dedicated dental provider line: 1-855-301-4SUN (4786)