

# Understanding My Coverage



April 13, 2020

## Pick your channel of choice – get the information you need

It's easy to submit a claim and find details about your plan. You can use the **my Sun Life mobile app**, **mysunlife.ca** and Alexa<sup>1</sup> (via Amazon).

### Looking for information about your plan

Use the **my Sun Life mobile app**, visit **mysunlife.ca** or **Ask Alexa**<sup>2</sup> to:

- Get coverage details and remaining balances
- Find status details about recently submitted claims

### How you can submit claims

- **my Sun Life mobile app** is the quickest way to submit claims. Download the app if you haven't already. Learn how at **sunlife.ca/mobile**.
- sign in to **mysunlife.ca** to submit claims

Make sure to keep a copy of your receipt. We may ask you to send it to us, which you can do on the **my Sun Life mobile app**.

Also, don't forget to visit [Lumino Health](#). Caring for your physical and mental health during this time of uncertainty is important. You can find information and resources to help you take care of you and your family.

### Questions?

Please call us at 1-800-361-6212, Monday to Friday, 8 a.m. to 8 p.m.

<sup>1</sup> Amazon, Alexa and all related logos are trademarks of Amazon.com, Inc. or its affiliates.

<sup>2</sup> Available features depend on your plan, policy or contract.

# Don't let mail delivery disruptions affect your Sun Life Group Benefits claims

If you submit claims and receive reimbursements and statements by mail a postal service disruption could mean **significant delays in submitting claims, getting reimbursed** and generally keeping "in touch" with your benefits.

## If your plan supports the my Sun Life Mobile app:

Download the **my Sun Life Mobile app** on your phone and you can submit claims instantly, on the go. The mobile app is the fastest way to submit and receive your benefits claim. It's available from Google Play and the Apple App Store.

**Submit a claim:** You can submit a claim for all provider types, and in most cases your payment will be deposited directly into your bank account within 48 hours. Note: you must be registered for direct deposit to submit claims through the **my Sun Life Mobile app**.

**Attach a receipt:** You may need to attach an image of your receipt for quicker, more efficient processing of your claim. If a photo is needed, the photo submission feature will simply appear on your screen.

**Send documents:** If we request extra supporting documentation such as a doctor referral, you can send it easily by selecting "Send documents". Enter in the reference number associated to your documentation (this could include a claim, reference, control or claim package number or the name of the drug exception form).

## If your plan has e-claims:

Avoid delay by taking advantage of our convenient e-claims tool. Visit **mysunlife.ca** to submit many of your claims online for instant processing. In most cases your money is in the bank in less than 48 hours, if you have registered for direct deposit.

### Need an access ID?

If you are a new sign-up, you will be able to obtain access IDs through the Customer Care Centre (1-800-361-6212) and generate your own password through the **mysunlife.ca** website.

### For claims payments:

You should register for direct deposit on **mysunlife.ca** to have claims payments electronically deposited into your bank account.

If you don't have an access ID and password for **mysunlife.ca**, you can also register for direct deposit by:

- Faxing a void cheque to: 1-866-366-8616, including your contract number and your member ID.
- Calling the Customer Care Centre for advice: 1-800-361-6212.

If you have any questions, please contact your Benefits Administrator.

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## Life's brighter under the sun

Group Benefits are provided by Sun Life Assurance Company of Canada, a member of the Sun Life group of companies. MC-8945-E 04-20 lj-mp

