

UNDERSTANDING my coverage

June 28, 2012

You will soon have more claims options!

Have claims submitted from your physiotherapist, chiropractor or visioncare specialists' offices for fast processing!

We are pleased to announce an arrangement we have with TELUS Health to make your health claims process even easier.

About the new electronic claims (e-claims) options

You asked for faster and easier claims service, so we have another paperless health claims submission option for you to use at several types of healthcare service providers' offices and clinics. This now gives you more ways to have your claims submitted electronically:

- Web submission (mysunlife.ca)
- iPhone, BlackBerry mobiles (sunlife.ca/mobile) and other Android and smartphone devices (m.sunlife.ca)
- *NEW* healthcare service providers (physiotherapists, chiropractors, visioncare) who have registered with TELUS Health for access to the e-claims submission service.

So fast and easy for you!

Healthcare service providers covered under the new service

At this time, physiotherapists, chiropractors and visioncare service providers who are registered with TELUS Health eClaims Solutions can make e-claims submissions on your behalf. Much like going to the dentist office, your claims can be submitted on the spot by these service providers. No more paper claim forms to fill out!

With almost 10,000 healthcare service providers registered in Canada with the TELUS Health eClaims, you will likely have convenient access to many of these service providers where you live. Please see the attached <flyer> to find out more.

It all begins in Atlantic Canada

You get this service first! On July 30, 2012, this new joint Sun Life and TELUS Health service will start in New Brunswick, Nova Scotia, Prince Edward Island and Newfoundland & Labrador. There are many healthcare service providers registered with TELUS Health in these provinces and we know that there's a high demand for these services.

The national launch

For those of you who are not in the Atlantic provinces, this provider service will be launched to you in September, 2012 – so watch for more information about the national launch in the coming weeks.

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Give the new claims service a try

We encourage you to try the new claims submission services – starting with those of you in the Atlantic Provinces the next time you need to see a physiotherapist, chiropractor or a visioncare service provider. The flyer provided will give you more general information about how the provider submission service works and who to contact if you have questions.

Questions?

If you have any questions, please contact the Customer Care Centre at 1-800-361-6212.