

IMPORTANT: Delisted provider UNDERSTANDING my coverage

April 30, 2015

Healthcare service provider delisting

We recently let you know about Sun Life's practice of delisting healthcare service providers, clinics, facilities or medical suppliers (called "provider" below). As a reminder, when Sun Life delists a provider, we no longer process or pay for claims for services or supplies obtained from that provider. These providers are placed on a Sun Life "delisted provider" list.

In our previous communication, we let you know that each time we made changes to our list, we would alert you of these changes and in particular, let you know the identification of the provider.

Process Change - Delisted service provider details

While we will continue to inform you of updates to Sun Life's delisted provider list, we will not include the identification of the providers within our communication. Instead, to view the newly delisted providers, you must log in to your own password protected web page through mysunlife.ca and select the delisted providers message.

Delisted provider update

On April 23, 2015 we updated our delisted providers list. Please review the updated list.

We encourage you to check the list periodically so that you don't unknowingly use a delisted provider, which would result in your claim being declined.

Why delisting a provider is necessary

It's important that only eligible claims are processed and paid. It allows us to better protect you, your employer and your group benefits plan.

Questions?

Please contact the Customer Care Centre at 1-800-361-6212, Monday to Friday, 8 a.m. to 8 p.m. ET.