

# IMPORTANT: Delisted provider UNDERSTANDING my coverage

## Healthcare service provider delisting

When Sun Life delists healthcare service providers, clinics, facilities or medical suppliers (referred to as the “provider” below), 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 providers” list.

### Delisted provider update

Our list has been updated. To view the newly delisted providers, you must log in to your own password protected web page through [mysunlife.ca](https://mysunlife.ca) and select the message for delisted providers.

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 Client Care Centre at 1-800-361-6212, Monday to Friday, 8 a.m. to 8 p.m. ET.