Sun Life Member website
Do more, see more ...online

Sun Life Financial created an industry-leading and award-winning website, my Sun Life. Just visit www.mysunlife.ca to take advantage of our easy online features. Here’s a quick overview of what you can see and do.

All these great features are just a few clicks away

Home page
This is your starting page after you sign in.

Direct deposit and paperless claim statements
Register for direct deposit of claim payments, paperless claim statements and automatic e-mail notification when your claims are processed.

E-claims – Submit most claims online
No printer, no stamps … no problem. Just submit your claim online.

Coverage
Find out the maximum amount covered or the reimbursement level for certain medical expenses and dental procedures.

Drug Look Up
Wondering if a specific drug is covered under your plan? Here’s where to go.

Claims history
View a summary of claim activities for any time period you specify.

Quick view
Displays most recent claim payment, vision care balance and next dental recall.

Personalized claim forms
Print personalized claim forms pre-filled with your own information.

Pay-Direct Drug card
Your personalized PDD card – print, cut and carry with you.

Secure messages
Have a question? Send us a secure message online.

Wellness centre
Complete a Wellness Assessment or search our comprehensive health & medication libraries.
Do more, see more ...online

The Home page

A One access ID — totally connected
Access to your medical and dental benefits with just one access ID.

B Secure messages
Too busy to call us with your questions? Send us a secure message.

Direct deposit & paperless claim statements
Do you want to receive quicker payments for your health and/or dental claims? Sign up for direct deposit. You can also register for our paperless claim statements. If you provide your e-mail address, we'll send e-mail notification when your claims have been processed to let you know your claim statements are available online.

It's easy, fast and environmentally friendly! Here’s how to register:

- Select Direct deposit under “Take me to:” (on the right side of the screen)
- Select Register

When you provide your e-mail address, you should subsequently validate it by responding to an e-mail that is automatically sent to you.

If you need paper copies of your claim statement to send to your spouse’s plan to coordinate benefits or want paper copies for your records, you can easily print your claim statements from the website.
Submit e-claims online

Claiming made easy! You can submit e-claims right over the Internet, e.g. dental, paramedical, or vision care, depending on your plan. You don't need a paper claim form – just fill in the information online. The system processes your claim immediately, and you receive an online notice telling you whether the expense is covered and usually the amount and details of your claim payment. (Note: You must be registered for paperless claim statements to use this feature. Please refer to page 2 for instructions.)

To submit dental, paramedical and vision care claims online:

- Select **Submit a Claim** under “Take me to:” (on the right side of the screen) or select the type of claim from “Claims” on the blue menu bar
- You will be guided through the claiming process in a few easy steps

We will randomly audit claims submitted online, so please be sure to keep your original receipts and supporting documents for 12 months. If your claim is chosen for audit, we will ask you to send us the original receipt.

### Coverage

The Coverage section gives you quick and easy access to information about the coverage available for you and your dependents under your medical and dental plan. Find out what's eligible, the percentage of the cost covered and the maximum amount paid for many covered expenses.

To see your coverage details:

- Select **Medical** or **Dental** from “Coverage” on the blue menu bar
- Select whom the inquiry is for (member or dependent)
- Select the expense you would like information about. For dental expenses, you can also search by procedure code.
- Select your claims to view a list of the claims you and your dependents have submitted for that expense (located under “Limits” for medical expenses and “Overall maximum” for dental procedures.)

(Note: Some coverage information may not be available. Please refer to your benefits booklet for details.)
Drug Look Up

Wondering if a prescription drug is covered? Want to know more about a particular drug? Use the Drug Look Up feature to search by drug name or drug identification number (DIN). You can find the drug name and DIN on the container label or pharmacy receipt.

To search for a drug:
- Select Drug from “Coverage” on the blue menu bar
- Select whom the drug is for
- Enter the drug name or drug identification number (DIN)
- Select search

You can find out more about a drug (for example, the condition or disease it treats and possible side-effects) simply by clicking on the drug name in the search results screen.

Claim summary

This feature provides a summary of your drug or medical and dental claims and the amount paid for the time period you specify.

To view a claim summary:
- Select Drug claim summary or Medical and Dental claim summary from “Claims” on the blue menu bar
- Specify the period you would like to review
- Select view summary
Quick view

Once you sign on to my Sun Life and select your contract number, 82010, the Quick view page will be displayed. You will immediately see a list of the most frequently requested information. Just select a link for more details:

- **Most Recent Claim Payment** – view your latest claim statement
- **Need glasses/lenses?** – check the date of your and your dependents’ last purchase, remaining amount and next purchase date
- **Next dental checkup** – check your next dental recall date for claim purposes for you and your dependents

### Claim forms

**Personalized claim forms**

The claim forms available for you on my Sun Life are already pre-filled with your contract number, member ID number, name, date of birth and address. All you have to do is complete the rest, print, sign and send.

To download your personalized claim form:

- **Select Print claim form** from “Claims” on the blue menu bar
- **Choose the form you need from the list**

(Note: Adobe Acrobat Reader is required for this feature. It is available for download free of charge.)
Pay-Direct Drug card
Using your PDD card is a fast and convenient way to claim prescription drugs. Participating pharmacies no longer require a plastic card to swipe through their system; simply print and show this paper PDD card to your pharmacist, who will input your information and submit your claim electronically.

To print your personalized PDD card:
- Select Print drug card under “Take me to:” (on the right side of the screen)
- Select Print on the blue menu bar

Secure messages
Whenever you are too busy to call us, or you have a confidential question, you can send us a secure message through our website.

To send us a secure message:
- Select Secure messages at the top of the menu
- A new browser window will open
- Select Create new message
- Select a category for your question from the drop-down menu
- Select the secure message link
- Type your question into the Your message box
- If you would like an e-mail notification when we have responded to you, select Yes (an e-mail address will be required)
- Select Send to send us the message securely

Member’s Name: RANDY DOE
16 025104  987654321  01
Use of this card authorizes Sun Life, its agents, service providers, any person having relevant information about me, my spouse or dependants including the pharmacy, health care practitioners, institutions and insurers, to exchange information for purposes of underwriting, administration, audit, paying claims and patient safety. If I am a spouse or a dependent, my claim information will be shared with the plan member.
Wellness centre

Want to know more about your health? Go to the Wellness centre to access the Health & Wellness Companion. The Health & Wellness Companion is powered by Practice Solutions, a Canadian Medical Association company, and provides up-to-date, accurate and easy-to-understand information right at your fingertips.

Check out these valuable features:

“Wellness Assessment” – By completing this short private questionnaire you can evaluate your health and lifestyle habits, and identify possible areas of risk. Along with a wellness score, you’ll receive personalized tips that can be used to develop your own health improvement program.

“Personal Health Record” – This feature lets you create a private, online record of your health information by storing details of your medical conditions, allergies, past tests and procedures, immunizations, etc., in one secure location you can access at any time. All your personal information is kept in accordance with Canadian data privacy laws.

“Health Library” – Provides access to more than 6,000 health topics and medical conditions including causes, symptoms, diagnoses, treatments and prevention. You will also have access to first aid topics.

“Medication Library” – Provides information on more than 10,000 drugs and their proper use, interactions, side effects, dosages and when they should not be used.

To access the Health & Wellness Companion:

› Select Wellness centre on the blue menu bar
› Select the feature you would like to use
› A new window will open showing the Health & Wellness Companion website

Note: Don’t forget to return to mysunlife.ca and sign out.

Questions?
For questions about any of the features described in this newsletter or how to access my Sun Life, just call our Customer Care Centre at 1-800-361-6212, from 8 a.m. to 8 p.m. ET, Monday to Friday.