

UNDERSTANDING my coverage

August 17, 2017

Changes regarding eligibility of osteopathic providers

Important information to share with plan members about changes to the eligibility of osteopathic providers

Please be advised that Sun Life will no longer recognize services provided by osteopathic providers registered with the Ontario Professional Association of Osteopathic Medicine (OPAOM).

This decision is not intended to question individual provider integrity, credibility or professionalism. Rather, the association does not meet the administrative standards required by Sun Life.

What does this mean to you?

We will no longer recognize services provided by these osteopathic providers as of September 15, 2017. Services incurred prior to September 15 will still be considered, even if received after this date.

Osteopathic providers have the option to register with another osteopathic association approved by Sun Life. These providers will be communicated about the changes.

Here is an example of [the letter](#) we will be sending to the osteopathic providers.

If you have previously claimed services from a provider registered with the OPAOM, you will receive a separate communication in August.

Questions?

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

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