

1. How to submit claims

Claims submissions are easy, sign up on MySunLife or download the App and submit claims electronically. Also remember to sign up for direct deposit for a quicker turn around on your claims reimbursement payment. You can also view your claims history through the app or on-line. The only claim type not eligible for electronic submission are Wellness account claims. You will find the forms on Enrollment Central or My Sun Life. And mail your form to the address listed on the claims form.

There are time limits for making claims. You can find more on these time limits in the following chart. If you fail to meet these time limits, you may not be entitled to some or all benefit payments.

Instructions and Time Limits for Sending Us Your Claims		
Use this handy reminder to help you meet the time limits for sending in your claim.		
Type of claim	Starting the claims process	Limits and special instructions
Extended Health Care	<p>Ask your employer for the form to complete, or get the form on our website.</p> <p>You can also submit claims for some expenses electronically. For more information, ask your employer.</p>	<p>Up to the earlier of the following dates:</p> <ul style="list-style-type: none"> 90 days after the end of the benefit year during which the expense is incurred, or 90 days after the end of your Extended Health Care coverage.
Emergency Travel Assistance	<p>Contact Allianz Global Assistance to notify them that a medical emergency exists.</p>	<p>Having expenses reimbursed: To have services or supplies reimbursed that either you or another covered person have paid for, proof of the expenses must be provided to us within 30 days of the person's return to the province where the person lives.</p> <p>Refer to <i>Reimbursement of expenses under the Emergency Travel Assistance</i> section for further details.</p>
Dental Care	<p>Ask your employer for the form to complete, or get the form on our website.</p> <p>The dentist will have to complete a section of the form.</p> <p>You can also submit claims for some expenses electronically. For more information, ask your employer.</p>	<p>Up to the earlier of the following dates:</p> <ul style="list-style-type: none"> 90 days after the end of the benefit year during which the expense is incurred, or 90 days after the end of your Dental Care coverage. <p>If we consider it needed, we can require that you give us the dentist's statement of the treatment received, pre-treatment x-rays and any other related information.</p> <p>For orthodontic procedures, a treatment plan will need to be submitted to us.</p>
Health Spending Account	<p>Ask your employer for the form to complete, or get the form on our website.</p> <p>You can also submit claims for some expenses electronically. For more information, ask your employer.</p>	<p>Up to 90 days after the earlier of the following dates:</p> <ul style="list-style-type: none"> the end of the benefit year during which the expense is incurred, or the end of your Health Spending Account coverage.
Personal Spending Account	<p>Ask your employer for the form to complete, or get the form on our website.</p>	<p>Up to 90 days after the earlier of the following dates:</p> <ul style="list-style-type: none"> the end of the benefit year during which the expense is incurred, or the end of your Personal Spending Account coverage.
Critical illness coverage	<p>Contact us to get the proper claim form.</p>	<p>Initial contact with Sun Life: Within 30 days after the date of diagnosis or surgery.</p> <p>Proof of claim: Up to 90 days after the date of diagnosis or surgery.</p> <p>Failure to contact us or furnish proof of claim within the above time limits does not invalidate the claim if the contact is made or the proof is given or furnished as soon as reasonably possible, and in no event later than one year from the date of diagnosis or surgery if it is shown that it was not reasonably possible to contact us or furnish proof within the above time limits.</p>

2. Special authorization:

Our prescription drug plan reimburses the cost of the lowest cost alternative. If you would prefer to receive the brand name drug, you can. You'll just be responsible for the difference in price.

If there is a medical reason for choosing a brand name drug, your doctor can complete a special authorization form. It's on the Sun Life website

https://www.sunlife.ca/Canada/sponsor/Group+benefits/Prior+Authorization+Drug+List+and+Forms?vgnLocale=en_CA indicate our group policy number 150939, and you will arrive at the Prior Authorization Drug List and Forms.