

# my Sun Life Mobile App

Quick access to the features you need most often on the go!

## SUBMIT A CLAIM

You don't have to be in front of your computer to submit a claim when you have the **my Sun Life Mobile app** on your smartphone!

- You can **Submit a claim** on the go for all provider types, and in most cases your payment will be deposited directly into your bank account within 48 hours.
- You may need to attach an image of your receipt for quicker, more efficient processing of your claim. If a photo is needed, the photo submission feature will simply appear on your screen. It's as easy as snapping a photo!

## RECENT CLAIMS

You can also view **Completed claims** for the last 90 days, and track your **In process claims** by selecting **Recent claims** on the Benefits tab.

## COVERAGE INFORMATION

The **my Sun Life Mobile** app gives you quick and easy access to information about the **Medical** coverage available for you and your dependents under your medical plan. You'll see the benefit period, maximums\*, deductibles, remaining balance, percentage covered and all the other information you need.

The **Drug** coverage section provides you with your coverage levels\*, possible alternatives that should be discussed with your doctor, average costs and a picture of the medication you are looking for, along with an information section about any of its side effects.

\* See your Benefits booklet/contract for more details.

## PROVIDER SEARCH

Find a health care provider in your area with ease using **Provider search**. You'll get a listing of the closest providers, a map and directions to their locations as well as ratings by other plan members.

Download it now for iPhone and Android devices



The features described in this communication are based on most plans. The menu options on your own page may be slightly different, depending on your plan.

\*iPhone is a trademark of Apple. App Store is a servicemark of Apple. Android is a trademark of Google Inc. Google Play is a trademark of Google Inc.

## Life's brighter under the sun

Group Benefits are provided by Sun Life Assurance Company of Canada, a member of the Sun Life Financial group of companies.

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## COVERAGE CARD

Select **Coverage card** and find your drug card, coverage card and travel card, for all the information you need to share with your provider. Use your Apple Wallet for easy access without signing in to the app.

## CONTACT US

Get in touch with the Sun Life Client Care Centre without having to look up the number or your Access ID and password since you're signed into the app already. Select **Contact us**, and the Sun Life Client Care Centre numbers for either your benefits or your investments will be made available to you with the click of a button!

## SEND DOCUMENTS

If Sun Life Financial requests extra supporting documentation such as a doctor referral, you can send it easily by selecting **Send documents**. Enter in the reference number associated to your documentation (this could include a claim, reference, control or claim package number or the name of the drug exception form).

## PLAN MEMBER SERVICES AVAILABLE ON MYSUNLIFE.CA

- Submission of Coordination of Benefits Claims for some paramedical providers
- Access to information about your dental coverage
- Detailed claim statements and summaries
- Print your coverage cards to keep in your wallet
- Wellness Centre, including a Health Risk Assessment
- Update banking and address information

You can set up your **Touch ID** (Apple Devices) or choose the **Remember me** check box for easier Sign in!

## QUESTIONS?

For questions about any of the features described in this newsletter or how to access mysunlife.ca, just call our Client Care Centre at **1-800-361-6212**, from 8 a.m. to 8 p.m. ET, Monday to Friday.

