

## UHIP CLAIM PROCEDURES

Some health care service providers will send the request for payment directly to the UHIP insurer (Sun Life), once you give them a Claim Form.

Once the UHIP insurer receives a correctly completed Claim Form, including receipts for the expenses, payment will normally be processed and a cheque mailed to you or the provider within seven calendar days.

You and your health care providers can contact Sun Life to make sure what expenses are allowed. This is always a good idea if you are not sure.

You or your service provider can contact Sun Life at:

- 1-866-500-UHIP (8447)
- e-mail [askus@sunlife.com](mailto:askus@sunlife.com)

### **If the health care service provider will not send the request for payment on your behalf:**

You will have to pay the provider and send in the request to Sun Life. You will need to send the **original** receipts for the payment you made with a completed UHIP Claim Form. When a claim is submitted this way, the UHIP insurer contacts the provider to set them up as a pay-direct provider.

### **Completing the UHIP Claim Form:**

Whether the health care provider sends in the request for payment or you send it in, you must:

- complete sections 1 to 3 of the form
- indicate whether payment should be made to the provider or to you
- sign and date the form, and
- if the claim is not submitted electronically by the provider, mail the form, with receipts, to Sun Life at the address on the form:
  - Sun Life Assurance Company of Canada, Claims Department, PO Box 9845 STN T, Ottawa, ON K1G 6V4

### **Treatment consent form**

When you visit a health care provider in Ontario, he/she may ask you to sign a consent form, agreeing that the laws of Ontario will govern the relationship between you and your health care provider in any dispute that may arise between you and him/her. What this means is that, if you get into legal proceedings against the doctor, these proceedings will be heard in Ontario courts, not the courts in your home country. Health care providers outside Ontario may also ask you to sign a similar form.

UHIP cannot advise you to sign or not to sign the consent form, nor is it responsible for any liability/costs associated with this form or with any dispute between you and your health care provider. The decision to sign the form is yours.

### **Time limits**

You must send all requests for payment of your expenses to Sun Life **no more than** 12 months after the date you received the service; otherwise, they may not be paid.