

Understanding My Coverage



Health-care service provider delisting

When Sun Life delists health-care service providers, clinics, facilities or medical suppliers (referred to as the “provider” below), we no longer process or pay for claims for services or supplies obtained from that provider. These providers are placed on a Sun Life “delisted providers” list.

Delisted provider update

Our list has been updated. To view the newly delisted providers, you must sign in to your password-protected web page through mysunlife.ca and select the message for delisted providers.

We encourage you to check the list periodically so that you don’t unknowingly use a delisted provider, which would result in your claim being declined.

New addition to this process

Now when we delist a medical provider, we’ll send you a letter if you’ve submitted a claim for this provider in the last year. **This is the first phase of this new process.** We’re looking into a digital solution to continue to update you in the future.

Why delisting a provider is necessary

It’s important that only eligible claims are processed and paid. It allows us to better protect you, your employer and your group benefits plan.

Questions? We’re here to help.

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