

# Understanding My Coverage



March 23, 2020

## Extending coverage for virtual services

Your health remains our top priority. We want to make it easier for you to see your health-care provider.

If your plan covers the practitioners listed below, you'll continue to have the same coverage as non-virtual services. We'll cover virtual services for appointments where you don't need in-person therapies. This means we're covering your claims for virtual services performed by:

- Naturopaths
- Registered Dieticians
- Psychologists
- Psychotherapists
- Social Workers
- Physiotherapists
- Occupational Therapists
- Speech Therapists
- Audiologists

Your practitioner must be in Canada for us to cover your claim.

We continue to review and assess all of our processes. We want to ensure we make it easier for you to continue on your health journey.

### How to make a virtual claim – you'll need a photo of your receipt

When making a virtual service claim:

1. Select the location of service
  - For any virtual appointments, select "in patient's home" as the location of service
2. Upload a photo or screen shot of the receipt via the **my Sun Life mobile** app.

### Questions?

Please call us at 1-800-361-6212, Monday to Friday, 8 a.m. to 8 p.m., and Saturday, 9 a.m. to 5 pm ET.

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

