New Improvements to mysunlife.ca

We’re excited to share the new updates we’ve made to mysunlife.ca with you. Pulled directly from your feedback, these new updates will improve your experience when using the website.

Here’s the list of improvements we’ve made to date. To view these changes live, please visit mysunlife.ca.

Faster reimbursement of eligible paramedical expenses
If you have coverage for any of these paramedical services, you’ll no longer need to upload receipts* when submitting claims. Since this will reduce the volume of claims needing manual processing, you’ll experience faster reimbursement for your claims:

- Audiologist services
- Certified athletic therapy
- Dietitian services
- Kinotherapist/Kinesiologist services
- Marriage and family therapy
- Occupational therapy
- Psychologist services
- Rehab and occupational therapy
- Shiatsu specialist services

*This doesn’t include receipts that may need to be uploaded for auditing purposes.

Claim requirements added for orthopedic supplies
- If you have coverage for orthopedic supplies, we’ve added more information on what you’ll need to include when submitting a claim. This will make the process easier and quicker.

Update to Coordination of Benefits language
- When you’re covered by more than one benefits plan, it’s called Coordination of Benefits (COB). This allows you to submit remaining claim amounts to another plan and get the maximum payment possible.
- We’ve updated the COB explanation and description so it’s easier to understand what we require. In addition, we’re no longer including the word “spouse,” as we know you may have coverage under another plan or with someone other than a “spouse.”
Expired paramedical referrals

- If you submit a claim with an expired paramedical referral, you’ll receive an alert from Sun Life with next steps. This will ensure there’s no delay when you submit your claim.

To see the other mysunlife.ca improvements we’ve made, please read this flyer from March 2021.

Questions? We’re here to help.
Please call us at 1-800-361-6212, Monday to Friday, 8 a.m. to 8 p.m. ET.