

Understanding My Coverage



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

Reasonable and customary amounts now visible on paramedical coverage pages

- You can now view the reasonable and customary amounts for paramedical coverage (based on your province of residence). This will help you understand the full details of your coverage. It'll also save you time and reduce the need to reach out to Sun Life for further assistance.

Medical equipment and supplies e-claim requirements added

- There's now more information available for you if you have coverage for medical equipment and supplies. You'll now be able to see what documentation is required to submit your claims. This will make the overall process easier and quicker.

New 'other' option for Health Spending Account (HSA) e-claims receipt submission

- You'll no longer have to submit a paper claim when you aren't able to find the proper category during the "submit a claim process." You can now select the new 'other' option. This makes it possible for you to submit all HSA* claims online.

New instructions on how to upload an orthodontic estimate

- You'll now have help choosing the correct procedure code when submitting an orthodontic estimate online. This will limit the need for paper submissions. It'll also save you time and reduce the need to reach out to Sun Life for assistance.

New drug e-claim option for mixtures/compounds

- You can now submit a drug claim that's a compound/mixture. This will help ensure timely processing of your claims and make the submission process easier.

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Review date for medical and HSA e-claims, drug forms and estimates

- We'll now give you a review date when you submit medical or HSA* claims that require additional documentation. We'll also do this when you submit a drug form or estimate. This will save you time and reduce the need to reach out to Sun Life for assistance.

*Please note, your plan may not include a Health Spending Account.

To see the other mysunlife.ca improvements we've made, please read the flyers from:

- [March 2021](#)
- [July 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.