Your guide to mysunlife.ca

Some people say the best service you can get from anywhere is self-service. That’s why Sun Life Financial created an industry-leading and award-winning website for plan members. Just visit mysunlife.ca to take advantage of our easy online features.

Here’s a quick overview of what you can see and do.

**Your home page – This is your starting page when you sign on to my Sun Life.**

A **ONE ACCESS ID – TOTALLY CONNECTED**
- Access to your medical benefits with just one access ID
- Use your email address as your access ID to make signing in easier

B **SECURE MESSAGES**
- Too busy to call us with your questions? Send us a secure message instead

**Your quick view page – This is where you will find all the great features described below.**

A **COVERAGE**
- Get details of your medical coverage

B **CLAIMS**
- Print personalized claim forms
- View a claim statement
- View most recent claims payment
- View claims history

C **WELLNESS CENTRE**
- Complete your Wellness Assessment
- Create and store your Personal Health Record
- Visit the Health and Medication Libraries to search for information
- Get help navigating the Canadian health care system

mysunlife.ca
Direct deposit

Do you want to receive quicker payments for your health claims? Sign up for direct deposit. You can also register for our paperless claim statements.

It’s easy, fast and environmentally friendly! Here’s how to register:

• Select Direct deposit under “Take me to:” (on the right side of the screen)
• Select register
• Validate the email address provided by responding to an email that is automatically sent to you

If you need paper copies of your claim statement to send to your spouse’s plan to coordinate benefits or want paper copies for your records, you can easily print your claim statements from the website.

Coordination of benefits (COB)

To check current COB information:

• Select Coordination of benefits under “Take me to:” (on the right side of the screen)

To update your current COB information:

• Select Coordination of benefits under “Take me to:” (on right side of the screen)
• Select update
• Select the statement that applies to your spouse’s coverage under each contract number
• Select update now when done
Coverage

The Coverage section gives you quick and easy access to information about the coverage available for you and your dependents under your medical plan.

To see your coverage details:

- Select **Medical** from “Coverage” on the blue menu bar.
- Select whom the inquiry is for (member or dependent).
- Select the expense you would like information about.
- Select your claims to view a list of the claims you and your dependents have submitted for that expense (located under “Limits” for medical expenses).

(Note: Some coverage information may not be available. Please refer to your benefits booklet for details.)

Download the mobile app

For fast and easy access wherever you go, either download the mobile app for your Blackberry or iPhone or go to [m mysunlife.ca](https://www.mysunlife.ca) on your web enabled smartphone. The app will allow you to view claims from your phone and view/carry your coverage card.

Prior to using the mobile app and the mobile enabled website, you will need to register online at [www.mysunlife.ca](http://www.mysunlife.ca).
Claim summary

To view a claim summary:

- Select **Medical claim summary** from “Claims” on the blue menu bar.
- Specify the period you would like to review.
- Select **view summary**

*available if you are covered under the Comprehensive Plan.

Secure messages

To send us a confidential and secure message through our website:

- Select **Secure message** at the top of the menu.
- A new browser window will open.
- Select **Create new message**.
- Select a category for your question from the drop-down menu.
- Select the **Secure message** link.
- Type your question into the **Your message** box.
- If you would like an email notification when we have responded to you, select **Yes** (an email address will be required).
- Select **Send** to send us the message securely.

Questions?

For questions about any of the features described here or how to access **my Sun Life**, just call our Customer Care Centre, at 1-866-500-UHIP (8447), from 8 a.m. to 8 p.m. ET, Monday to Friday.