

Claims

Once you are registered on the Sun Life website, you have many options on how to make claims.

There's an App! ***My Sun Life mobile***

Submit claims and check your coverage anytime, anywhere.

Download the app for iPhone and Android devices:








- With the App you will be able to track your Medical and Dental claims on the go.
- Snap a photo and submit claim receipts for a wide range of expenses using 'Photo Submission'
- Get full coverage details for Health and Drug care, and look up medication while you're in the store
- View the remaining balances for your Health spending account
- Always have your coverage card information handy at the doctor, dentist or therapist's office by using your smartphone as your drug and travel cards
- Be alerted to timely personalized updates through 'My notifications'
- Use the Apple Touch ID service to securely access your account easier and faster (available for Apple devices operating on iOS 8 or higher, including iPhone 5s or later).

On Line Claims:

Many of your claims can be done on line.

From the home page of Sun Life select 'Submit a Claim'

Your plan allows you to submit an online claim for the following types of expenses. Click on the type of claim you would like to submit:

-  [Prescribed Drug e-claim](#)
-   [Paramedical e-claim](#)
-   [Health Spending Account e-claim](#)

For other expenses, please continue to send us your paper [claim form](#).

Under the Health Spending Account e-claim you can submit a claim for your Extended Health and Dental premiums. If you are on MRU's Extended Health and Dental plans you can make a claim for your portion of the premiums that were deducted from your Pay. Under the Health Spending Account Claim e-claim scroll down to the bottom section and select Health and Dental Premiums. Claim one line for each month (combining Health and Dental Premiums) ie January 15, February 15, etc.

Paper Claims

Paper claims may be required to coordinate benefits with another plan or occasionally your type of claim may be required. Paper claim forms with your personal information are available on mysunlife.ca. If one of your plans covers less than 100 per cent of any claim, simply return a copy of the first plan's benefit claim statement to the second plan along with copies of the receipts. The second plan will then determine if the remaining unpaid amount is reimbursable.

If you have left MRU you may have lost access to the website but you can still send in a paper claim form. You have 90 days from your termination to submit claims for eligible expenses incurred prior to your last day.