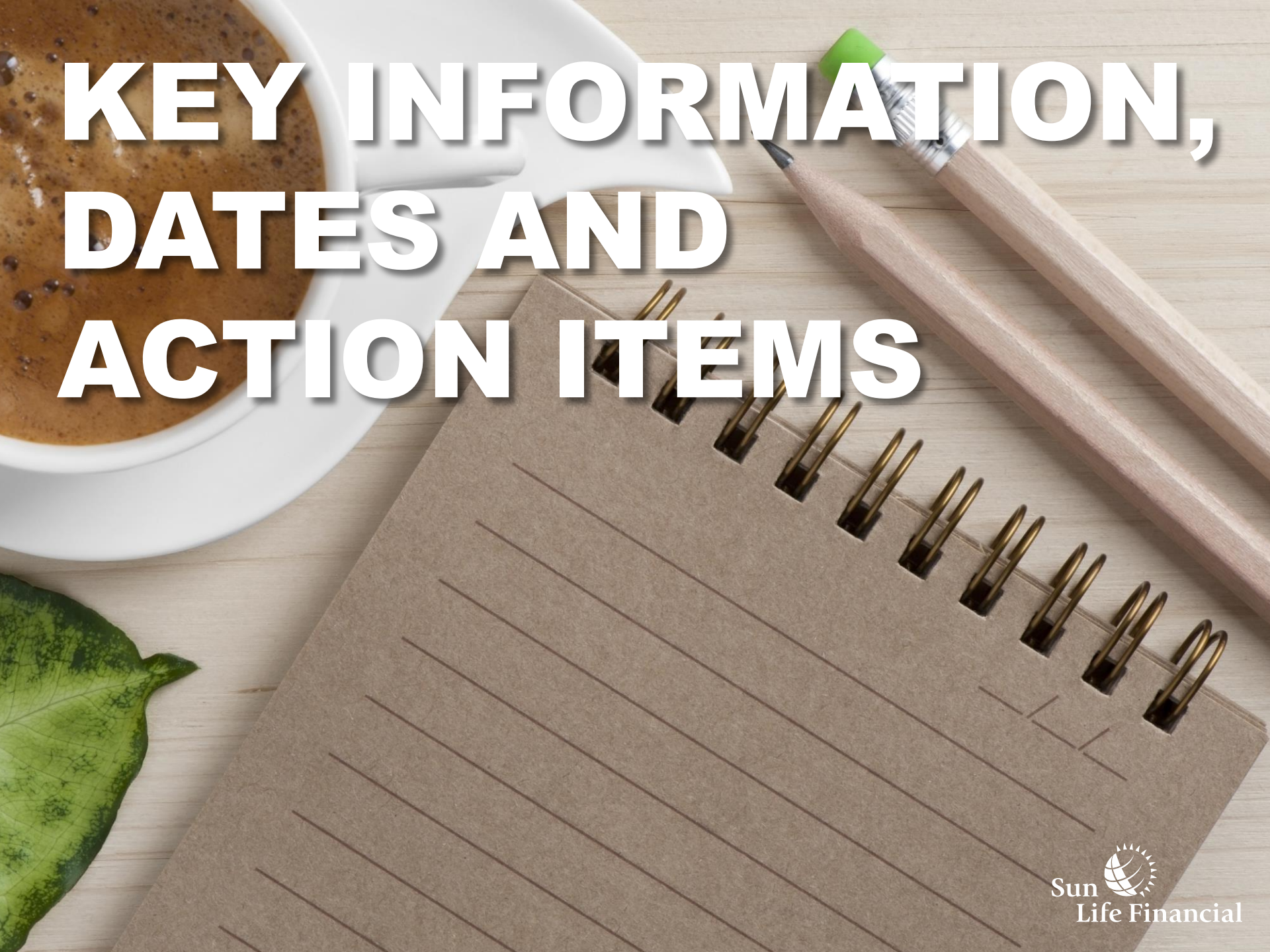
Life
is
easy
comfortable
secure
personal
inspired
Concordia
Sun
Life Financial

Agenda

1. Concordia / SunLife …40 years in the making!!!
2. Benefit coverage
3. Key information, dates and actions
4. Plan member experience
   - Registering for Online Services
   - Mobile App- (Iphone / Android)
   - Claim forms
   - Customer Care Centre


KEY INFORMATION, DATES AND ACTION ITEMS
Sun Life Financial

Key Information

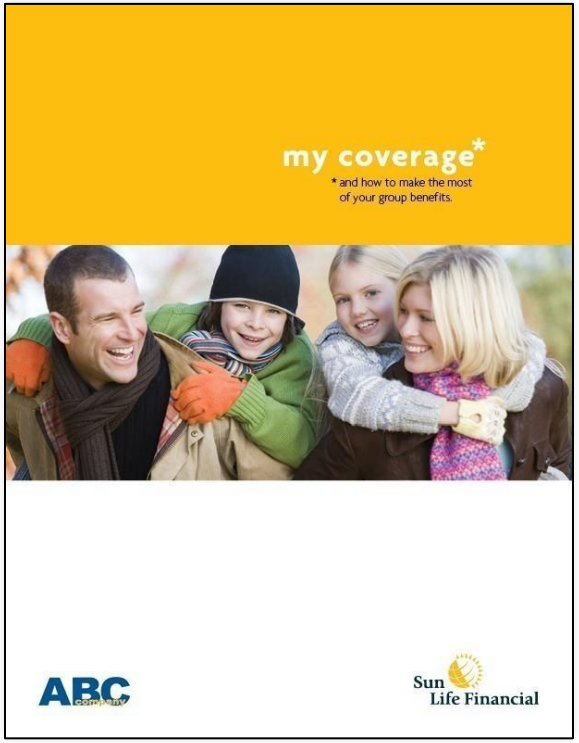
- Effective Date: May1st, 2018
- Policy Number: 103424
- Member id number = Same (without 0)
- Website: **www.mysunlife.ca**
- Phone Number: **1-800-361-6212**

Introducing Your Tool Kit!

- Pay Direct Drug Card
- My Coverage Guide

Benefit overview

- Your cards
- Access and overview of coverage
- How to make claims
- Forms
- Employee Booklet



Tool Kit – Who to Notify

- New Pay Direct Drug card! Advise your pharmacist
  - Provide the date your new benefits become effective
  - Present your new drug card

Dates to remember

- If you are claiming Health expenses that you incurred prior to **May 1st,2018** please send the claims to the previous carrier. (90 days to receive).

- All claims for Medical that you incur **on or after May 1st 2018,** should be sent to Sun Life Financial.

- Your Claims history will be transferred to Sun Life Financial

PLAN MEMBER
EXPERIENCE
Sun
Life Financial

How to register online

www.mysunlife.ca

A few easy steps…

Sun Life Services – Online

mysunlife.ca

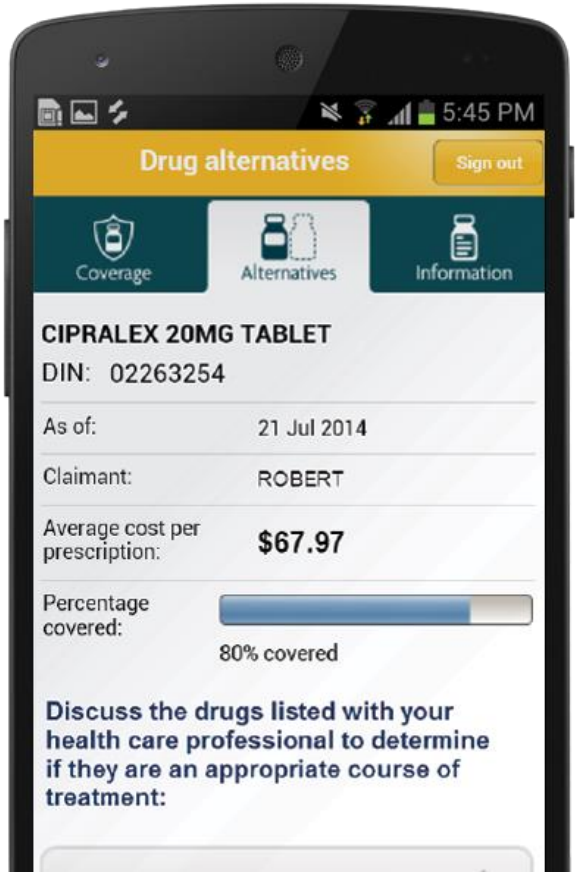
- Check coverage
- Print coverage cards
- Manage personal information

- Claims paid within 24-48 hours *(random auditing)*
- Direct deposit and email confirmation
- Claims status & history

my Sun Life Mobile

Fast, easy benefits information
Submit claims anywhere, anytime

Go to sunlife.ca/mobile for more info



Download on the App Store

GET IT ON Google play

Customer Care Centre

Customer Care Centre

1-800-361-6212

- 24 hour automated phone account access
- Representatives available 8am to 8pm ET Monday to Friday
- 70% of calls answered within 20 seconds

Quick reminder

- Policy number : 103424
- Member ID number: same (without 0)
- Phone Number: **1-800-361-6212**

- Health expenses that you incurred prior to **May 1st 2018,** please send the claims to the previous carrier (90 days)

- Medical expenses that you incur **on or after May 1st 2018,** should be sent to Sun Life Financial.

- Register on Sun Life website and include direct deposit information.

- Advise pharmacist on new policy number.

Sun
Life Financial

Thank you

Sun Life Financial