

mysunlife.ca and the my Sun Life mobile app

Keep getting better



We're always enhancing the app and the website.¹ Here are some highlights:



Fingerprint authentication

This lets you use the Touch ID² feature on your iPhone or Fingerprint on your Android³ smart phone to access the **my Sun Life mobile app**. Just link this feature to your Sun Life ID and password to use the app instantly without having to enter your ID and password each time.



Access your coverage and travel cards through Apple Wallet²

You can save both your coverage and travel cards to the Wallet section of your iPhone² for quick and easy access, even when you're offline. Quickly access your coverage cards by rotating your phone. Just ensure your portrait lock is off.



Facial recognition using your iPhone

You can unlock the **my Sun Life mobile app** if you have the Face ID feature on your iPhone.



Click to call

You can sign in to the **my Sun Life mobile app**, click **Contact Us** and connect with the Sun Life Client Care Centre (CCC) without the need to re-enter your Sun Life ID and password.



Life's brighter under the sun





Finding local health-care providers is easier than ever

Finding quality health-care providers near you can be a challenge. Now available on both **mysunlife.ca** and the **my Sun Life mobile app**, the provider search tool makes it easy to look up paramedical providers across the country. These include chiropractors, massage therapists, physiotherapists and dental and vision care professionals. You can also compare costs across several types of providers, as each provider is assigned a relative cost indicator (\$ / \$\$ / \$\$\$).

You can choose your provider by allowing them to have an extended profile on provider search. This provides details such as office hours, images of the provider and the facility. And, you can make an appointment directly with them.



Disability claims go digital

You can submit disability claims by email or through both **mysunlife.ca** and the **my Sun Life mobile app**. Simply take a picture of your completed paper claim form and send it via the **Documents** feature within the app.



Ella on Alexa⁴

Ella, your digital health coach, is available on your Alexa smart speaker. You can search for the nearest or highest-rated health-care provider using the provider search tool. You can instantly receive a text message from Sun Life with details. You can submit a claim for massage, chiropractic, physiotherapy and psychologist services. You're able to check your Health Spending Account (HSA) or Personal Spending Account (PSA) balances and vision care balances for you, your dependents and more. (If available under your benefits plan.)



Lumino Health

Luminohealth.ca and Lumino Health mobile app is for all Canadians, so you can share this network with your family and friends. It lets them search for top-rated health providers, benefit from offers and discounts in the Discovery Lab and learn about new health solutions.



Lumino Resources & Offers

You have access to health-care solutions, many at a discounted rate, on **mysunlife.ca** and the **my Sun Life mobile app**. Current categories include vision, fitness & wellness, food & nutrition and medical equipment.



Drug lookup tool

This tool is available on both **mysunlife.ca** and the **my Sun Life mobile app**. It gives you a trusted resource to look up medications, side effects, usage and contraindications, and potentially lower-cost alternatives. This means you can better manage your health and wealth, and have richer conversations with your health-care providers.



Coordination of Benefits (COB)

When a person is covered under more than one plan, they can submit a coordination of benefits claim. COB allows you to submit remaining amounts to another plan (spouse or partner) to get the maximum payment possible. You can submit medical claims on the **my Sun Life mobile app**.



Explanation of benefits (EOB)

Expense level details are available on both **mysunlife.ca** and the **my Sun Life mobile app**. That means when you submit multiple claims you can now see the breakdown of each claim and what was paid.



1 Refer to your benefits booklet for full details of eligible expenses under your plan, including limitations, exclusions and conditions of coverage.

2 Apple, Touch ID, Face ID, iPhone and Apple Wallet are trademarks of Apple Inc., registered in the U.S. and other countries.

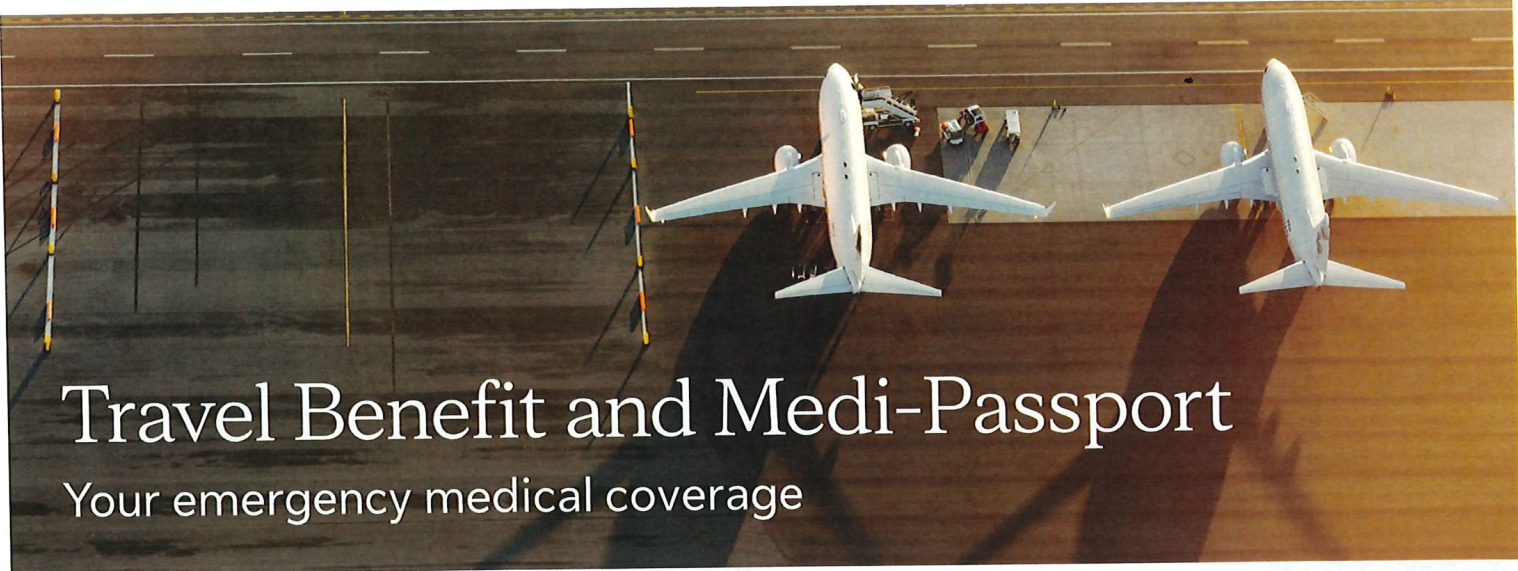
3 Android is a trademark of Google Inc.

4 Amazon, Alexa and all related logos are trademarks of Amazon.com, Inc. or its affiliates.

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Travel Benefit and Medi-Passport

Your emergency medical coverage

A medical emergency while travelling can be a frightening and costly experience. But with your Sun Life group benefits plan, you'll have the protection you need – and you'll have access to the expertise of our emergency travel assistance partner, Global Excel Management (GEM) 24 hours a day, 7 days a week. GEM has one of the world's largest emergency travel assistance networks and can help you and your family through the difficult time.

Your Travel Benefit, under your Extended Health Care (EHC) plan, covers you and your eligible family members for all the services and supplies eligible under your group benefits plan, while you're travelling outside the province where you live. See reverse side for more details.

What to do in a medical emergency

- You, or someone with you, must call the GEM 24-hour operations centre before receiving medical care. The toll-free numbers are on the Travel Card. Any invasive and investigative procedures (e.g., surgery, angiogram, MRI) must be pre-authorized by GEM, except in extreme circumstances. If you don't contact GEM, your claim could be reduced or declined.
- Stay in touch with GEM throughout the medical emergency, until they confirm that you no longer need to do so. Please give GEM your hospital, hotel or other local telephone number where you can be reached.

An **emergency** means an acute illness or accidental injury that requires immediate, medically necessary treatment prescribed by a doctor.

Emergency services means any reasonable medical services or supplies, including advice, treatment, medical procedures or surgery, required as a result of an emergency. When you or your family member has a chronic condition, emergency services do not include treatment provided as part of an established management program that existed before leaving your province of residence.



Planning a trip?

If you have a medical emergency while you're travelling, help is just a phone call away.

Important: You and your dependents must be covered under your provincial healthcare plan at the time of your trip.

TRAVEL CARD

MEMBER'S NAME

GROUP CONTRACT No.

MEMBER ID No.



TRAVEL CARD

If you need any medical assistance, contact Global Excel Management (GEM) immediately. (This is a requirement of your plan.)

Physicians and hospitals can call to confirm benefits and arrange direct payment.

24/7 assistance <http://www.globalexcel.com/sunlife>

In the USA and Canada, call: 1-800-511-4610

From anywhere else: 1-519-514-0351

Call collect through an international operator.  GlobalExcel



What is covered?

Global Excel Management's services

They can:

- refer you to physicians, pharmacists and medical facilities
- confirm your coverage and benefits
- facilitate payments to a hospital or medical provider, whenever possible
- monitor the medical situation, if you are hospitalized

Global Excel Management (GEM) may determine, with your attending physician, that you can be moved safely to a different hospital or treatment facility, or be sent home. In this case, they will guarantee and, if necessary, advance payment for transporting you.

Emergency Services

Your Travel Benefit can cover you for emergency medical services, including:

- all services and supplies while in hospital
- outpatient and physicians' services
- ground ambulance service to the nearest hospital
- transportation to the province where you live for medical treatment, as appropriate
- hotel accommodation and meals if you have been released from hospital but GEM determines you aren't yet able to travel

Medi-Passport services

With Medi-Passport, you're also covered for additional support services, up to the maximum amounts under your plan:

- hotel accommodation and meals, if your return trip is delayed by a medical emergency involving a covered family member travelling with you
- replacement transportation tickets, if you lose the use of your return ticket due to an emergency
- return home of unattended dependent children, if you are hospitalized
- visit by a family member, if you are hospitalized for more than seven consecutive days
- return of remains to your home province, in the event of death
- return of your personal or rented car
- help with arrangements for replacing lost or stolen travel documents and luggage
- translation services, to help you communicate with local medical personnel
- sending of urgent messages to your home or business

Things you should know

Your Travel Benefit may be subject to certain conditions and limits. For example, you may be covered for a certain number of days from the date you leave your province (such as 60 days), or you may be covered up to an overall maximum dollar amount. Also, an 'emergency' ends when you or your family member is medically stable to return to the province where you live. If you choose not to do so, any further expenses would not be covered.

Before travelling, you'll want to know the level of coverage you have for a medical emergency, and any conditions and limits that apply. Please make sure you review your coverage in detail on mysunlife.ca or in the Extended Health Care (EHC) section of your benefits booklet.

Information at a click

Visit our website for more details about your Travel Benefit coverage, or to print an additional Travel Card, if needed.

- Sign in to mysunlife.ca. If you don't have an access ID and password, you can register online from the sign-in page.
- On the Homepage, select your Group Benefits contract number.
- To print your pre-filled Travel Card, click on **Coverage Card** on the Homepage.
- For details about your Travel Benefit, select **read more** at the bottom of the Travel Card page.

On your mobile

You can also use your smartphone as your travel card by downloading the **my Sun Life Mobile app** on your smart phone or tablet (available through the Apple and Google Play app stores). You'll need to set up your sign-in/access ID and password before signing in. To access your travel card:

1. Sign into **my Sun Life Mobile** using your access ID and password.
2. On the Main menu, select **Benefits**.
3. Select **coverage card**, then **Travel Card**.

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Group Benefits are provided by Sun Life Assurance Company of Canada, a member of the Sun Life group of companies. GB00200-E 05-23 ry-cc



Introducing a new way to submit digital Extended Health Care claims

We've made it easier for you to submit receipts and other supporting documents for your claims on **mysunlife.ca**.

We've aligned our website with our mobile offerings. So you'll have more ways to send us your claims information digitally. Now you can:

- Attach receipts and other supporting documents while completing the medical claims submission process
- Attach additional documents to recently completed claims. This includes:
 - referrals
 - proof of payment
- Submit estimates and drug forms
- Submit documents requested by our Client Care Centre (CCC)

To get started, login to **mysunlife.ca**. Then follow these steps to send us your documents:



Click Submit a claim.



Go to Claims, found on the main navigation bar at the top of the page.



Click on Submit documents.



Select the type of document(s) you'd like to complete and follow the instructions to complete your submission.

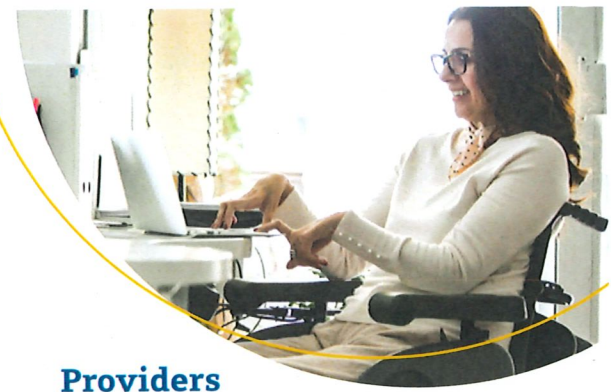
What type of medical expense can I submit online?

You can claim medical expenses and services online, for the providers listed below. Just access the medical e-claims web page. Your plan may not cover all expenses listed.



Questions?

Please call Sun Life's Client Care Centre at 1-800-361-6212, Monday to Friday, 8 a.m. to 8 p.m. ET.



Providers

- Acupuncturist
- Athletic therapist
- Audiologist
- Chiropodist
- Chiropractor
- Christian Science practitioner
- Clinical counsellor
- Dietitian (registered)
- Electrologist
- Homeopath
- Kinesiologist
- Marriage and family therapist
- Massage therapist
- Medical doctor
- Naturopath
- Nurse
- Occupational therapist
- Osteopath
- Physical rehabilitation therapist
- Physiotherapist
- Podiatrist
- Podologist
- Psychiatrist
- Psychologist
- Psychotherapist
- Shiatsu specialist
- Social worker
- Speech therapist

Institutions

- Ambulance
- Diabetic supplies
- Doctor's services
- Health care products and supplies
- Hearing aid and supplies
- Hospitalization
- Laboratory / diagnostic services
- Medical equipment
- Nursing home
- Orthopaedic supplies
- Prosthesis

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