

Colleges of Applied Arts and Technology
GROUP INSURANCE BENEFITS COMMUNIQUÉ
IMPORTANT INFORMATION

HEALTH-CARE SERVICE PROVIDER DELISTING

When Sun Life delists health-care service providers, clinics, facilities or medical suppliers (referred to as the "provider" below), Sun Life will no longer process or pay for claims for services or supplies obtained from that provider. These providers are placed on a Sun Life "delisted providers" list.

Delisted provider update

Sun Life's list has been updated. To view the newly delisted providers, you must log in to your own password protected web page through **mysunlife.ca** and select the message for delisted providers.

You are encouraged to check the list periodically so that you don't unknowingly use a delisted provider, which would result in your claim being declined.

Why delisting a provider is necessary

It's important that only eligible claims are processed and paid. It allows Sun Life to better protect you, your employer and your group benefits plan.

Questions?

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