

Colleges of Applied Arts and Technology
GROUP INSURANCE BENEFITS COMMUNIQUE
IMPORTANT INFORMATION FOR EMPLOYEES

ONLINE BENEFITS CLAIMS APRIL 1, 2012!

Effective April 1, 2012, CAAT employees and retirees (Academic Staff #50832, Administrative Staff #50833, Support Staff #50834, Retirees #22182) will be able to access Sun Life's Online Benefits Claims.

As of April 1, 2012, you will be able to submit the following claims online at **my Sun Life** if you have signed up for Direct Deposit:

- Paramedical claims (e.g., chiropractor and physiotherapy services)
- Vision Care (lenses and eyeglasses)
- Dental

Why do claims online?

Most claims are processed instantly. You will receive an email notice confirming the amount of your claim payment and you can link to your claim statement immediately. What's more, payments are deposited into your bank account within 24 to 48 hours!

Please Note: **You will be required to keep receipts from service providers for a period of 12 months from date of claim in case your claims are audited.**

Sun Life reserves the right to request original receipts at any time. Failure on your part to submit receipts as requested by Sun Life will result in the loss of your privilege to submit claims on line.

In addition, online claims eliminate paper forms, claims statements and cheques, so they are good for the environment too!

Accessing online Claims (on and after April 1, 2012)

- Sign in at www.mysunlife.ca.
- In the "my health and well-being" section, select **Submit a claim** under the "Take me to" drop-down menu.
- Select the type of claim. You will be guided through the steps.

What do I need to do?

If you have online access you will only need to sign up for Direct Deposit (see instruction below) and Paperless Claim Statements.

If you do not have online access you will first need to register for it.

How to register for online access

- Make sure you have your Contract and Member ID numbers
 - Go to www.mysunlife.ca and select **Register now**
 - Select – **benefit plans** option
 - Complete all of the required information and continue
- If you are not allowed to continue at any point in time and all the information you have provided is correct, call the **1-800-361-6212** number for assistance

- **FYI** – If you have not made a claim prior to attempting to register for an Access ID and password, you will have to call Sun Life at the number above and they will be happy to assist you in registering.
- After you have obtained your online access, you must sign up for Direct Deposit and Paperless Claim Statements (see instruction below).

Signing up for Direct Deposit:

- This can be done at any time
- after you sign in to My Sun Life, select **Direct Deposit** under the “Take me to” drop-down menu in the “my health and well-being” section
- select **Register** and provide your bank information and e-mail address
- Validate the e-mail address provided by responding to an e-mail that will be automatically sent to you.
- If you need paper copies of your claim statement you can easily print the statement from the website.

What other benefits will online access give me?

- Check your coverage: check when you and your family members are eligible for your next dental check-up, print a drug card, view claim history and more
- Wellness Centre: your online guide to good health
- Questions: send Sun Life a **secure** message, your questions and their replies remain completely confidential

Questions/Assistance

For any questions or assistance on how to access **my Sun Life**, just call Sun Life's Customer Care Centre at **1-800-361-6212** from 8:00 a.m. to 8:00 p.m. ET Monday to Friday.