

my Sun Life Mobile photo submission

A new way to submit some group benefit claims

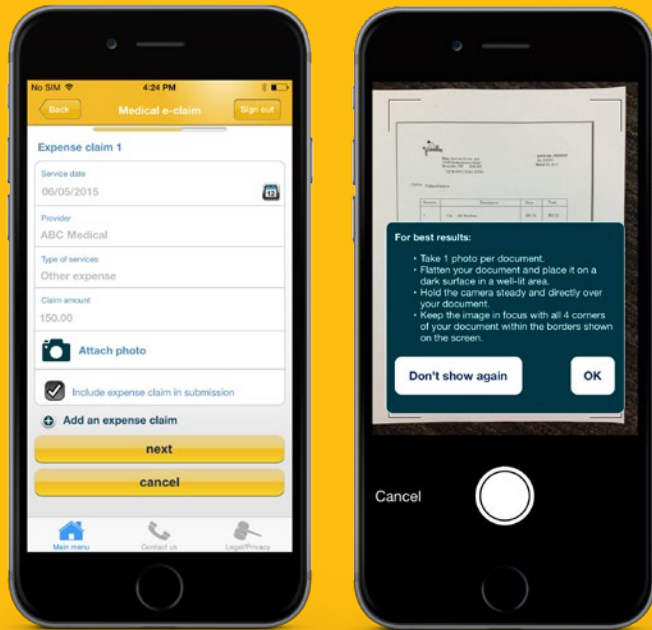
Photo submission is available now on Apple devices such as iPhones, iPads and iPod Touch. Additional enhancements are also planned for later this year, including making all of the new features available on Android devices.



Available now



Available late-2015



With my Sun Life Mobile's new photo submission feature, you'll be able to submit a range of claim documents through the app, and it's as simple as snapping a photo.

With over 1 million claims submitted through my Sun Life Mobile, we continue to innovate and provide you with easy and convenient mobile capabilities.

Currently, certain expenses cannot be submitted digitally, including those that require supporting documentation such as doctor's referrals. With this new capability, you'll be able to submit new expense types and supporting documents for additional paramedical expenses through photo submission in a safe and secure way.

Photo submission allows you to submit supporting documentation instantly, allowing claims to be processed quickly, and reducing the number of declines when additional information is required.

The photo submission functionality will not be available on our web app at m.mysunlife.ca, although you will continue to enjoy conveniences such as fast and easy claims submission and much more.

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FREQUENTLY ASKED QUESTIONS

1. Which claim types are eligible for photo submission?

Additional paramedical specialties and expense types will be enabled for mobile photo receipt submission, including treatments lasting for more than one hour. In addition, medical services and supplies such as nursing, lab tests, and equipment and medical supplies, will also be enabled through this new capability. See the full list below:

EXISTING 9 PARAMEDICALS	NEW INDIVIDUAL PROVIDER SERVICES	ADDITIONAL EXPENSE TYPES
Acupuncturist	Athletic Therapist	Ambulance
Chiropodist	Audiologist	Diabetic Supplies
Chiropractor	Christian Science Practitioner	Doctor's Services
Massage Therapist	Clinical Counsellor	Health Care Products and Supplies
Naturopath	Dietitian (Registered)	Medical Equipment
Osteopath	Electrologist	Hearing Aid and Supplies
Physiotherapist	Homeopath	Hospitalization
Podiatrist	Kinesiologist	Nursing Home
Psychologist	Marriage and Family Therapist	Laboratory/Diagnostic Services
	Medical Doctor	Orthopaedic Supplies
	Nurse	Prosthesis
	Occupational Therapist	
	Physical Rehabilitation Therapist	
	Podologist	
	Psychiatrist	
	Psychotherapist	
	Shiatsu Specialist	
	Social Worker	
	Speech Therapist	

2. Will claims be adjudicated instantly?

Unlike current mobile claim functionality, claims that require photo submission will not be processed instantly. Photo submission claims will, however, be connected directly to our claims adjudication system to enable quick intake and processing of these claims.

3. Which claims will NOT be eligible for photo submission?

We are adding photo submission capability to Paramedical and adding Medical claims, therefore drug, vision, dental, Health Spending Account (HSA), Out of Country, and Coordination of Benefits claims remain unchanged and will not be eligible for photo submission. Additionally, no Personal Spending Account (PSA) claims will have photo submission enabled.

Questions?

For contact information, see mysunlife.ca or the **Contact us** section on my Sun Life Mobile.

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Group Benefits are offered by Sun Life Assurance Company of Canada, a member of the Sun Life Financial group of companies.

GB00228-E 06-15 pd-ny

4. Is photo submission available for all claims submitted through my Sun Life Mobile?

Remember that we don't ask you to submit supporting documentation for the majority of health and dental claims, with most of these claims processed instantly. You should still hold on to your receipts for audit and tax purposes, but you do not need to submit them to us. The photo submission functionality is only for claims that previously required paper submission.

5. Is photo submission also available on Sun Life's Plan Member services website?

At this time, this feature will be available on my Sun Life Mobile only.

sunlife.ca/mobile

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