

# How to Check the Status of a Claim

Use [mysunlife.ca](http://mysunlife.ca) to stay up to date on the status of your UHIP claims.

**Step 1** Sign in to [mysunlife.ca](http://mysunlife.ca) using your sign-in/access ID and password.

Sun Life Financial my Sun Life FIND AN ADVISOR GET A QUOTE LEARN & PLAN Français

**CUSTOMER SIGN IN**

Email/Access ID

Remember me

Password

Sign in Register

Sign-in help Register

Plan sponsors and advisors

By signing in, you agree to these terms and conditions.

**SIGN-IN HELP**

My Sign-in ID is suspended.

I forgot my Sign-in ID.

I forgot my password.

New member? Register now

**Common support questions**

How do I submit or track a claim?

Where can I go to find a form?

Where can I get more information about my coverage and eligibility?

How can I check my balances?

**Step 2** Click **All claims** on the **Home Page**.

Sun Life Financial my Sun Life Contact us EN

**Benefits**

Medical/Dental = 020571/020575

**Completed claims**

Date	Benefit type	Claim is for	Claim total	Reimbursed	Claim number	Status
Jan 22, 2017	Medical	Frank	\$90.00	\$72.00	22116-0309-00	Processing payment
Jan 16, 2017	Dental	Joanne	\$165.00	\$165.00	10116-03108-00	Complete
Dec 22, 2016	Dental	Frank	\$140.00	\$140.00	17088-79285-00	Complete
Dec 16, 2016	Medical	Frank	\$90.00	\$72.00	30086-04042-00	Complete
Dec 4, 2016	Medical	Joanne	\$50.00	\$40.00	19086-04162-00	Complete

All claims

Travelling soon?  
Make sure you have all the medical coverage you need.

More

- Benefits centre
- Submit a claim
- Coverage information
- Wellness centre

**Step 3** Click **recent claims**.

Home Coverage Claims Wellness centre Leaving the plan FAQs Help Contact us Secure messages Profile Sign out Print

**my claims**

**Submit a claim**

- Prescribed Drug e-claim
- Vision Care e-claim
- Paramedical e-claim
- Dental e-claim
- Health Spending Account e-claim
- Print claim form

**View a claim statement**

- Recent claims
- Dental estimates

**View claim summary**

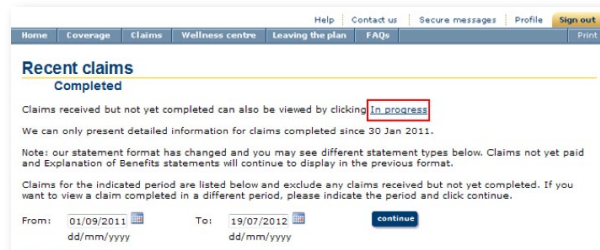
- Drug claim summary
- Medical and Dental claim summary

**Take me to**

- Quick view
- Need glasses/lenses?
- Next dental checkup
- Direct deposit
- Coordination of benefits
- Print drug card
- Print travel card
- Health Spending Account balance
- Provincial health plans



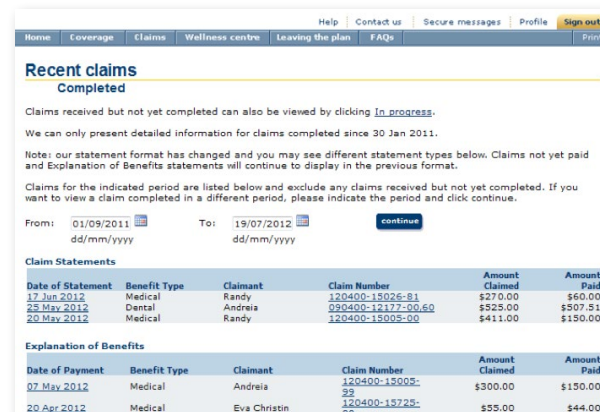
**Step 4** To see claims that are currently being processed, click **in progress**.



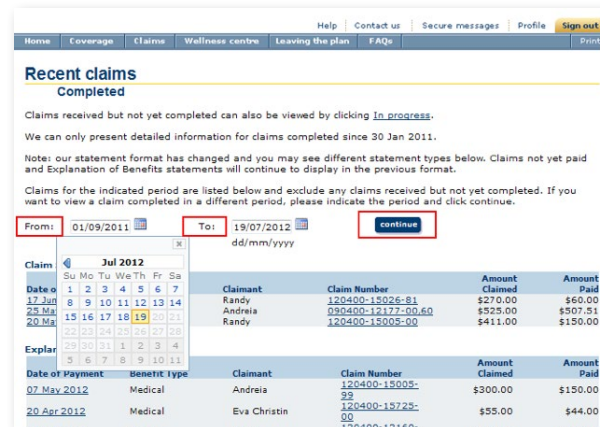
**Step 5** You will see a summary of the claims that are being processed by Sun Life.



**Step 6** Click the **back button** to return to the recent claims completed page.



**Step 7** This page shows some of your completed claims. If you would like to see older completed claims you can click on the **“from”** calendar and choose the date (or type in the day, month and year). Do the same thing for the **“to”** calendar. Click **continue**.





From here you can look at each claim statement and get information about the explanation of benefits, by clicking on either the date or claim number.

**Recent claims Completed**

Claims received but not yet completed can also be viewed by clicking [In progress](#).

We can only present detailed information for claims completed since 30 Jan 2011.

Note: our statement format has changed and you may see different statement types below. Claims not yet paid and Explanation of Benefits statements will continue to display in the previous format.

Claims for the indicated period are listed below and exclude any claims received but not yet completed. If you want to view a claim completed in a different period, please indicate the period and click continue.

From: 01/09/2011 To: 19/07/2012 [continue](#)

Date of Statement	Benefit Type	Claimant	Claim Number	Amount Claimed	Amount Paid
17 Jun 2012	Medical	Randy	120400-15026-81	\$270.00	\$60.00
25 May 2012	Dental	Andrea	090400-12177-00.60	\$525.00	\$507.51
20 May 2012	Medical	Randy	120400-15002-00	\$411.00	\$150.00

**Explanation of Benefits**

Date of Payment	Benefit Type	Claimant	Claim Number	Amount Claimed	Amount Paid
07 May 2012	Medical	Andrea	120400-15002-92	\$300.00	\$150.00
20 Apr 2012	Medical	Eva Christin	120400-15722-00	\$55.00	\$44.00
12 Feb 2012	Dental	Randy	120400-12160-00	\$300.00	\$250.00

**Step 8** To review a claim statement click on the specific date under **date of statement**.

**Recent claims Completed**

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**Step 9** You will see a summary of your claims. You can print a copy of this statement by clicking on the **print** option on the menu. Click the **back** button to go back to the previous screen.

**Your Claim Statement**

**Overview of your claims**

Total amount you claimed:	\$270.00		
Amount paid by your Health benefits:	\$60.00		
Total amount paid by your plan benefits:		\$60.00	
Your out of pocket expense:	\$0.00		
* Amount deposited to your account 1234567:	\$60.00		

Statement date: 17 Jun 2012

Member name: Randy Doe

Member ID number: 987654321

Contract number: 025104

\* Claim payments made to you on the same day may appear on your cheque or in your bank account as a combined total of the claims processed for you on that day.

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

## Questions?

If you have questions after looking at your statements, please contact the Sun Life Financial Customer Care Centre at **1-866-500-8447** any business day from 8 a.m. to 8 p.m. ET.

Life's brighter under the sun

