

How to check the status of a claim

With mysunlife.ca you can see all of your claims information. You can look at what's happening with a claim you have recently submitted.

Or, if you need to, you can check one that you already received the money for. Want to print your claims information? You can do that too.

It's fast and it's easy to check your claims.



How to check the status of a claim

1. Go to www.mysunlife.ca.

The screenshot shows the Sun Life Financial website. At the top, there is a navigation bar with the Sun Life Financial logo on the left and links for Home, Contact us, Find an advisor, Get a quote, and Français on the right. Below the navigation bar is a search bar with a 'Search' button. A main menu contains categories: Wellness, Family, Money, Working life, Retirement, Plans and coverage, and Resources and support. A promotional banner for 'my Sun Life Mobile' features a smartphone displaying the app interface and a 'GET IT ON Google play' button. Below the banner is an 'ARTICLES' section with a list of recent articles. On the right side of the page, there is a 'Sign in to my Sun Life' form with fields for Access ID and Password, a 'Remember my Access ID' checkbox, and a 'Sign in' button. Below the sign-in form are links for 'I need help' and 'Don't have an Access ID? Register now'. At the bottom of the page, there is a 'LEARN HOW TO...' section with links for 'Submit or track a claim', 'Find a form', 'Check a balance', and 'Contact us'.

my Sun Life Mobile
Introducing an even brighter mobile experience for Android
Available now!

ARTICLES
Most recent | Most viewed | Top rated

Should you turn your retirement hobby into a business?
Post-retirement may not seem like the ideal time to be launching a new business venture, but an increasing number of Canadians are doing just that.

Eight great travel tips for retirees
Four myths of summer: Fact or fiction?
Finding the right long-term care facility
Five ways to avoid Internet fraud
Who gets the pension in a divorce?
Four mortgage rules you need to know
Get ready for a U.S. road trip
How will I cover my health costs when I retire?

View all articles

brought to you by **brighter sun life**

Sign in to my Sun Life
Access ID:

 Remember my Access ID
Password:

Sign in
I need help:
[I forgot my Access ID](#)
[I forgot my password](#)
[My Access ID is locked out or suspended](#)
Don't have an Access ID? [Register now](#)

LEARN HOW TO...
Submit or track a claim
Find a form
Check a balance
Contact us

How to check the status of a claim

2. Enter your access ID and password and click the **sign in** button.

The screenshot shows the my Sun Life website interface. At the top, there is a navigation bar with the Sun Life Financial logo and links for Home, Contact us, Find an advisor, Get a quote, and Français. Below this is a search bar. A main menu contains categories like Wellness, Family, Money, Working life, Retirement, Plans and coverage, and Resources and support. The main content area features a 'my Sun Life Mobile' advertisement, an 'ARTICLES' section with a list of recent articles, and a 'Sign in to my Sun Life' form. The sign-in form is highlighted with a red border and contains fields for 'Access ID' and 'Password', a 'Remember my Access ID' checkbox, and a 'Sign in' button. Below the form are links for 'I need help: I forgot my Access ID', 'I forgot my password', and 'My Access ID is locked out or suspended', along with a 'Register now' link for users without an Access ID. At the bottom of the sign-in form, there is a note: 'By signing in, you agree to these terms and conditions'. To the right of the sign-in form are icons for the mobile app on various devices.



For step-by-step instructions explaining how to register at mysunlife.ca watch the webinar available at www.uhip.ca.

How to check the status of a claim

3. Click **my claims**.

The screenshot shows a user interface for a Sun Life Financial website. At the top, there is a navigation bar with links for 'Home', 'Resource Centre', 'Help', 'Contact us', 'Secure messages', 'Profile', and 'Sign out'. Below this, the user's name 'RANDY DOE' is displayed along with the text 'Last visit was on June 15, 2012'. The main content area is divided into two columns. The left column contains a 'PLEASE READ' section with a date of 'July 30, 2012' and several links: 'Enhancements to the Home page' and 'Short term trading policy'. Below this is a promotional banner for 'Fresh start? Fresh ideas!'. The right column is titled 'my health and well-being' and includes a 'Preferences' dropdown menu. Underneath, there are several links: 'Medical/Dental » 025104 Wellness centre', 'my coverage', 'my claims' (highlighted with a red box and a red arrow pointing to it), 'Health Spending Account', 'Next dental checkup', and 'Leaving the plan'. At the bottom of this section is a 'Take me to...' dropdown menu.

You are on a Sun Life Financial website.
Please refer to the [legal](#), [privacy](#) and [security](#) pages for information on the use of this site.
Any changes you make on this site may affect information about your particular plan offered by Sun Life Assurance Company of Canada.

How to check the status of a claim

4. Click **recent claims**.

The screenshot shows a web portal interface. At the top, there is a navigation bar with links: Home, Coverage, Claims, Wellness centre, Leaving the plan, FAQs, Help, Contact us, Secure messages, Profile, and Sign out. Below the navigation bar, the page is titled "my claims". There are three main sections:

- 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** (highlighted with a red box and a red arrow pointing to it)
 - Dental estimates
- View claim summary**:
 - Drug claim summary
 - Medical and Dental claim summary

On the right side of the page, there is a "Take me to" section with a search bar and several links:

- 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 »

At the bottom right of the page, there is a small image of two children playing in a sprinkler.

How to check the status of a claim


5. To see claims that are currently in progress, click **in progress**.

Help | Contact us | Secure messages | Profile | **Sign out**

Home | Coverage | **Claims** | Wellness centre | Leaving the plan | FAQs | Print

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: To:

dd/mm/yyyy dd/mm/yyyy

Claim Statements

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	Andreia	090400-12177-00.60	\$525.00	\$507.51
20 May 2012	Medical	Randy	120400-15005-00	\$411.00	\$150.00

Explanation of Benefits

Date of Payment	Benefit Type	Claimant	Claim Number	Amount Claimed	Amount Paid
07 May 2012	Medical	Andreia	120400-15005-99	\$300.00	\$150.00
20 Apr 2012	Medical	Eva Christin	120400-15725-00	\$55.00	\$44.00
12 Feb 2012	Dental	Randy	120400-12160-00	\$300.00	\$250.00

Claiming the Out-of-Pocket Expense for medical or dental claims: Your out-of-pocket expense is the difference between the amount claimed and the amount paid. You can claim this amount as a [dental](#) or [medical](#) coordination of benefits claim, if your spouse has benefits coverage, or as a [Health Spending Account Claim](#). Please ensure that the claim does not include expenses previously paid for by this or any other plan. Tip: if your spouse has benefits coverage, you may want to coordinate benefits by submitting the claim under your spouse's benefits plan before submitting the balance as a Health Spending Account claim.

To view your claims history, select the [Medical & Dental claim summary](#) or the [Drug claim summary](#).



How to check the status of a claim

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

Help | Contact us | Secure messages | Profile | **Sign out**

Home | Coverage | **Claims** | Wellness centre | Leaving the plan | FAQs | Print

Recent claims

In Progress

Claims listed below have been received but not yet processed. We will notify you if any further details are required to process your claim.

Dental Claims Contract No: 025104

Claimant	Service Dates	Date Received	Claim Number	Amount Claimed
Randy	19 Jun 2012 - 19 Jun 2012	19 Jun 2012	150102-12652-00	\$50.00

Medical and HSA Claims Contract No: 025104

Claimant	Service Dates	Date Received	Claim Number	Amount Claimed
Andreia	20 May 2012 - 28 May 2012	04 Jun 2012	160102-25142-00	\$80.00
	25 Apr 2012 - 25 Apr 2012	04 Jun 2012	310102-65215-00	\$35.00



How to check the status of a claim

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

Help | Contact us | Secure messages | Profile | **Sign out**

Home | Coverage | Claims | Wellness centre | Leaving the plan | FAQs | Print

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: To:

dd/mm/yyyy dd/mm/yyyy

Claim Statements

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	Andreia	090400-12177-00,60	\$525.00	\$507.51
20 May 2012	Medical	Randy	120400-15005-00	\$411.00	\$150.00

Explanation of Benefits

Date of Payment	Benefit Type	Claimant	Claim Number	Amount Claimed	Amount Paid
07 May 2012	Medical	Andreia	120400-15005-99	\$300.00	\$150.00
20 Apr 2012	Medical	Eva Christin	120400-15725-00	\$55.00	\$44.00
12 Feb 2012	Dental	Randy	120400-12160-00	\$300.00	\$250.00

Claiming the Out-of-Pocket Expense for medical or dental claims: Your out-of-pocket expense is the difference between the amount claimed and the amount paid. You can claim this amount as a [dental](#) or [medical](#) coordination of benefits claim, if your spouse has benefits coverage, or as a [Health Spending Account Claim](#). Please ensure that the claim does not include expenses previously paid for by this or any other plan. Tip: if your spouse has benefits coverage, you may want to coordinate benefits by submitting the claim under your spouse's benefits plan before submitting the balance as a Health Spending Account claim.

To view your claims history, select the [Medical & Dental claim summary](#) or the [Drug claim summary](#).



How to check the status of a claim

8. 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**.

Help | Contact us | Secure messages | Profile | Sign out

Home | Coverage | Claims | Wellness centre | Leaving the plan | FAQs | Print

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

dd/mm/yyyy

Claim	Date of Payment	Benefit Type	Claimant	Claim Number	Amount Claimed	Amount Paid
17 Jun	07 May 2012	Medical	Randy	120400-15026-81	\$270.00	\$60.00
25 Mar	20 Apr 2012	Medical	Andrea	090400-12177-00,60	\$525.00	\$507.51
20 Mar	12 Feb 2012	Dental	Randy	120400-15005-00	\$411.00	\$150.00
				120400-15005-99	\$300.00	\$150.00
				120400-15725-00	\$55.00	\$44.00
				120400-12160-00	\$300.00	\$250.00

Claiming the Out-of-Pocket Expense for medical or dental claims: Your out-of-pocket expense is the difference between the amount claimed and the amount paid. You can claim this amount as a [dental](#) or [medical](#) coordination of benefits claim, if your spouse has benefits coverage, or as a [Health Spending Account Claim](#). Please ensure that the claim does not include expenses previously paid for by this or any other plan. Tip: if your spouse has benefits coverage, you may want to coordinate benefits by submitting the claim under your spouse's benefits plan before submitting the balance as a Health Spending Account claim.

To view your claims history, select the [Medical & Dental claim summary](#) or the [Drug claim summary](#).



How to check the status of a claim

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.

Help | Contact us | Secure messages | Profile | **Sign out**

Home | Coverage | **Claims** | Wellness centre | Leaving the plan | FAQs | Print

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: To:

dd/mm/yyyy dd/mm/yyyy

Claim Statements

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	Andreia	090400-12177-00_60	\$525.00	\$507.51
20 May 2012	Medical	Randy	120400-15005-00	\$411.00	\$150.00

Explanation of Benefits

Date of Payment	Benefit Type	Claimant	Claim Number	Amount Claimed	Amount Paid
07 May 2012	Medical	Andreia	120400-15005-99	\$300.00	\$150.00
20 Apr 2012	Medical	Eva Christin	120400-15725-00	\$55.00	\$44.00
12 Feb 2012	Dental	Randy	120400-12160-00	\$300.00	\$250.00

Claiming the Out-of-Pocket Expense for medical or dental claims: Your out-of-pocket expense is the difference between the amount claimed and the amount paid. You can claim this amount as a [dental](#) or [medical](#) coordination of benefits claim, if your spouse has benefits coverage, or as a [Health Spending Account Claim](#). Please ensure that the claim does not include expenses previously paid for by this or any other plan. Tip: if your spouse has benefits coverage, you may want to coordinate benefits by submitting the claim under your spouse's benefits plan before submitting the balance as a Health Spending Account claim.

To view your claims history, select the [Medical & Dental claim summary](#) or the [Drug claim summary](#).



How to check the status of a claim

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

Home Coverage Claims Wellness centre Leaving the plan FAQs Sign out Print

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](#)

dd/mm/yyyy dd/mm/yyyy

Claim Statements

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	Andreia	090400-12177-00,60	\$525.00	\$507.51
20 May 2012	Medical	Randy	120400-15005-00	\$411.00	\$150.00

Explanation of Benefits

Date of Payment	Benefit Type	Claimant	Claim Number	Amount Claimed	Amount Paid
07 May 2012	Medical	Andreia	120400-15005-99	\$300.00	\$150.00
20 Apr 2012	Medical	Eva Christin	120400-15725-00	\$55.00	\$44.00
12 Feb 2012	Dental	Randy	120400-12160-00	\$300.00	\$250.00

Claiming the Out-of-Pocket Expense for medical or dental claims: Your out-of-pocket expense is the difference between the amount claimed and the amount paid. You can claim this amount as a [dental](#) or [medical](#) coordination of benefits claim, if your spouse has benefits coverage, or as a [Health Spending Account Claim](#). Please ensure that the claim does not include expenses previously paid for by this or any other plan. Tip: if your spouse has benefits coverage, you may want to coordinate benefits by submitting the claim under your spouse's benefits plan before submitting the balance as a Health Spending Account claim.

To view your claims history, select the [Medical & Dental claim summary](#) or the [Drug claim summary](#).



How to check the status of a claim

10. 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.

Help Contact us Secure messages Profile Sign out

Home Coverage Claims Wellness centre Leaving the plan FAQs **Print**

Your Claim Statement

Overview of your claims

Total amount you claimed:	\$270.00				Statement date	17 Jun 2012
Amount paid by your Health benefits		\$60.00			Member name	Randy Doe
Total amount paid by your plan benefits			\$60.00		Member ID number	987654321
Your out of pocket expense	\$0.00				Contract number	025104
* Amount deposited to your account 1234567			\$60.00			

* 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.

Details of your Health Claims [back](#)

Service date and description	Amount claimed	Amount eligible	Amount deductible	Percent covered	Paid by another plan	Paid by your plan	Total paid
Claims for Randy							
Claim number 120400-15026-81							
12 Apr 2012							
Physiotherapy visit	150.00	150.00	0.00	80%	120.00	30.00	150.00
08 Jun 2012							
Massage therapy visit	120.00	120.00	0.00	80%	90.00	30.00	120.00
Total for Randy	\$270.00	\$270.00	\$0.00		\$210.00	\$60.00	\$270.00

Your Health Spending Account balance

Balance as of 19 July 2012

Benefit Year (may be less or more than 12 months)	Balance
01 Sep 2010 - 31 Aug 2011	\$100.00
01 Sep 2011 - 31 Aug 2012	\$245.00



How to check the status of a claim

11. To review the explanation of benefits for a claim click on the date under **date of payment**.

Help Contact us Secure messages Profile Sign out

Home Coverage Claims Wellness centre Leaving the plan FAQs Print

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: To:

dd/mm/yyyy dd/mm/yyyy

Claim Statements

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	Andreia	090400-12177-00_60	\$525.00	\$507.51
20 May 2012	Medical	Randy	120400-15005-00	\$411.00	\$150.00

Explanation of Benefits

Date of Payment	Benefit Type	Claimant	Claim Number	Amount Claimed	Amount Paid
07 May 2012	Medical	Andreia	120400-15005-99	\$300.00	\$150.00
20 Apr 2012	Medical	Eva Christin	120400-15725-00	\$55.00	\$44.00
12 Feb 2012	Dental	Randy	120400-12160-00	\$300.00	\$250.00

Claiming the Out-of-Pocket Expense for medical or dental claims: Your out-of-pocket expense is the difference between the amount claimed and the amount paid. You can claim this amount as a [dental](#) or [medical](#) coordination of benefits claim, if your spouse has benefits coverage, or as a [Health Spending Account Claim](#). Please ensure that the claim does not include expenses previously paid for by this or any other plan. Tip: if your spouse has benefits coverage, you may want to coordinate benefits by submitting the claim under your spouse's benefits plan before submitting the balance as a Health Spending Account claim.

To view your claims history, select the [Medical & Dental claim summary](#) or the [Drug claim summary](#).



How to check the status of a claim

12. You will see information about your claim. 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.



Home Coverage Claims Wellness centre Leaving the plan FAQs **Print** Sign out

Medical and HSA Claims

Claim Statement

Sun Life Financial

Member's Name: **Randy Doe**
Member ID No.: **987654321**
Current Benefit Year: **01 Sep 2011 - 31 Aug 2012**
Contract No.: **025104**
Payee's Name: **Randy Doe**
Payment due: **\$150.00**

* Your claim has been accepted and processed according to the details below. Any payment due to you from these claims will appear on your cheque or in your bank account usually within 24 to 48 hours.

* If you would like to print the Claim Statement for your records, for tax reporting purposes or to send to another carrier for Coordination of benefits, please click on "Print" above.

Claimant: **Andreia** Claim No.: 120400-15005-99 **back**

Service Dates	Description of Expense	Amount Claimed	Amount Eligible	Amount deductible	Paid by another plan	Percent covered	Paid by your plan	Remarks
05 May 2012 - 05 May 2012	CONTACT LENSES	\$300.00	\$150.00	\$0.00	\$0.00	100	\$150.00	C17
							\$300.00	\$150.00

Remarks:
C17 - Payment has been limited to the amount specified in the contract for this type of expense.

To see your new Health Spending Account balance, press this button. **Health Spending Account**



How to check the status of a claim

If you have questions after looking at your statements, please contact the Sun Life Financial Customer Care Centre at 2.977.611.9558 any business day from 8 a.m. to 8 p.m. ET.

