How to fill in and submit a UHIP claim form

Each time you go to a doctor or a healthcare provider, a **claim form** needs to be completed. The claim form is a request for payment.

The form shows our insurance company, Sun Life Financial, all the necessary information about your doctor or hospital visit, such as the location, the dollar amount that was paid for any treatment and who paid it (you or the healthcare provider).





Who submits the form?

You don't need to complete and send the form when you go to a **Preferred Healthcare provider**, they'll do it for you. They may, or may not, ask you to sign the claim form.

You can find a list of these providers on the UHIP website, www.uhip.ca under "Find a clinic/doctor".





Who submits the form?

If you don't go to a Preferred Healthcare provider, you will have to pay the provider, have them complete their part of the form (so make sure you take a form with you before you visit) and you will have to send the form to Sun Life Financial, the UHIP insurer.

If you have a medical emergency and don't have a form with you, then you'll need to pay the provider and visit the provider again to have them complete the form at that time.





Before submitting a claim form, you need to know where to find it:

You can download and print a claim form from the <u>UHIP website</u>. Simply go to "Make a Claim", then "Download a Claim Form".





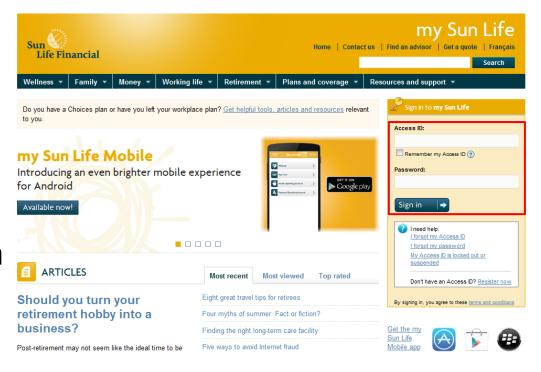
You can also ask your UHIP Plan Administrator for a form. If you don't know who your Plan Administrator is, go to the UHIP website, click on "Contact us", then click on "Contact information".

Or you can go directly to mysunlife.ca website.





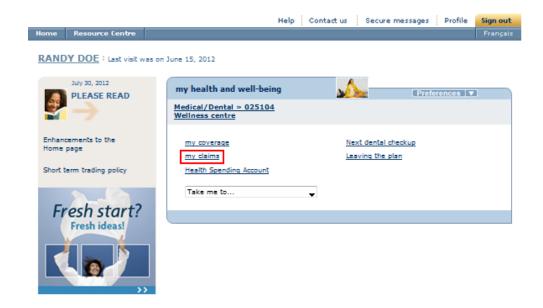
If you choose to go directly to the Sun Life website mysunlife.ca, the first thing you need to do is to enter your Access ID and password and click on the "sign in" button.







This takes you to your coverage page. You then need to click on my claims.



You are on a Sun Life Financial website.

Please refer to the least, privacy and gecurity pages for information on the use of this site.

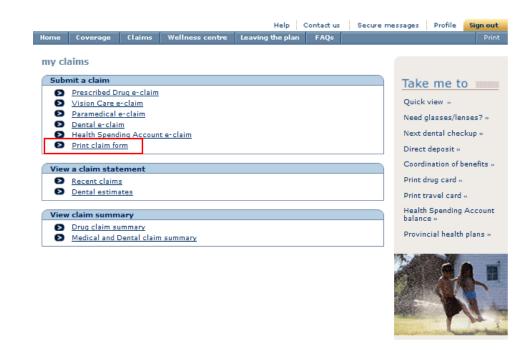
Any changes you make on this site may affect information about your particular plan offered by Sun Life Assurance Company of Canada.





How to print the claim form

A new page appears. Click on **print claim form**.



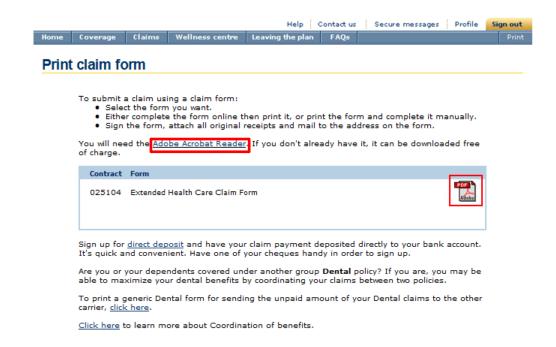




How to print the claim form

On this page click on the claim form PDF. You will need Adobe Acrobat Reader to open the PDF.

If you do not have this program installed on your computer please click on the Adobe Acrobat Reader link and download it. It's free.







How to fill in a claim form

Now that you found the claim form, you need to fill it in: If you are sending the form in for payment you have two options:

- 1. You can complete the form online, print it and sign it.
- 2. Or, you can print the form, fill in the information using a pen and sign it.

You need to complete sections 1, 2 and 3 of the form.





How to fill in a claim form

In section 3 make sure you mark the box showing who should receive the payment. If you paid the provider then mark the "Payment is to be made to the member" box so you receive the payment.

Don't forget to include the date on the form and make sure you sign it.

Member's signature	Date (dd/mm/yy)		
X			





How to fill in a claim form

Sections 4 and 5 will have to be filled in by your healthcare provider. The provider will also have to sign and date the form.





Let's see now how to submit the claim form.

You need to send the original receipts that include all the required information such as OHIP procedure code (the numbers on the bill or on the invoice) and the diagnosis, along with the completed claim form.





Attach the original receipts to the form and mail it to the UHIP insurer — Sun Life — at the address on the form:

Sun Life Assurance Company of Canada Claims Department PO Box 2015 STN Waterloo Waterloo, ON, N2J 0B1





It's important to **make a copy** of the claim form and receipts for your own records.





Once Sun Life receives the form, they will process the claim.

If you marked the "Payment is to be made to the member" box, a cheque will be mailed to you within seven calendar days after Sun Life receives your completed form.





To get the money faster, if you have a Canadian bank account, you can sign up for direct deposit on **mysunlife.ca**.

With direct deposit, Sun Life puts the money into your bank account usually within 24 to 48 hours. Watch the "Setting up a Direct Deposit" webinar to learn how to sign up.





The amount of the payment sent by Sun Life will depend on your health coverage. You may have to pay a partial amount even if you go to a Preferred Healthcare provider.

For more information about what is, and isn't covered, you can visit the UHIP website and click on "Your coverage".





You and your healthcare provider can contact Sun Life to confirm which types of expenses are allowed. This is always a good idea if you are not sure.





And finally, if you have any questions, please contact the Sun Life Financial Customer Care Centre at 1-866-500-8447.

They are open any business day from 8 a.m. to 8 p.m. ET, and offer help in many languages.



