

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.



Where to find the claim form

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

You can download and print a claim form from the [UHIP website](#). Simply go to “Make a Claim”, then “Download a Claim Form”.



Where to find the 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.



Where to find the claim form

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.

The screenshot displays the Sun Life Financial website interface. At the top, the Sun Life Financial logo is on the left, and the text "my Sun Life" is on the right. Navigation links include Home, Contact us, Find an advisor, Get a quote, and Français. A search bar is located below these links. A main navigation menu contains categories: Wellness, Family, Money, Working life, Retirement, Plans and coverage, and Resources and support. A central banner for "my Sun Life Mobile" features a smartphone image and a "Sign in to my Sun Life" button. To the right, a sign-in form is highlighted with a red border, containing 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:" such as "I forgot my Access ID" and "I forgot my password". At the bottom right, there are icons for the Sun Life Mobile app, Google Play, and the App Store.

Where to find the claim form

This takes you to your coverage page. You then need to click on **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 features a 'PLEASE READ' section with a date of July 30, 2012, and links for '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 links for 'Medical/Dental > 025104 Wellness centre', 'my coverage', 'my claims' (highlighted with a red box), 'Health Spending Account', 'Next dental checkup', and 'Leaving the plan'. A 'Take me to...' dropdown menu is also present.

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 print the claim form

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

The screenshot shows the 'my claims' page with a navigation bar at the top containing links for Home, Coverage, Claims, Wellness centre, Leaving the plan, FAQs, Help, Contact us, Secure messages, Profile, and Sign out. The main content area is titled 'my claims' and contains three sections: 'Submit a claim', 'View a claim statement', and 'View claim summary'. The 'Submit a claim' section lists five options: Prescribed Drug e-claim, Vision Care e-claim, Paramedical e-claim, Dental e-claim, Health Spending Account e-claim, and Print claim form. The 'Print claim form' link is highlighted with a red box. The 'View a claim statement' section lists Recent claims and Dental estimates. The 'View claim summary' section lists Drug claim summary and Medical and Dental claim summary. On the right side, there is a 'Take me to' section with various quick links like Quick view, Need glasses/lenses?, Next dental checkup, Direct deposit, Coordination of benefits, Print drug card, Print travel card, Health Spending Account balance, and Provincial health plans. At the bottom right, there is a small image of two children playing in a sprinkler.

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.



Print claim form

To submit a claim using a claim form:

- Select the form you want.
- Either complete the form online then print it, or print the form and complete it manually.
- Sign the form, attach all original receipts and mail to the address on the form.

You will need the [Adobe Acrobat Reader](#). If you don't already have it, it can be downloaded free of charge.

Contract	Form	
025104	Extended Health Care Claim Form	

Sign up for [direct deposit](#) and have your claim payment deposited directly to your bank account. It's quick and convenient. Have one of your cheques handy in order to sign up.

Are you or your dependents covered under another group **Dental** policy? If you are, you may be able to maximize your dental benefits by coordinating your claims between two policies.

To print a generic Dental form for sending the unpaid amount of your Dental claims to the other carrier, [click here](#).

[Click here](#) to learn more about Coordination of benefits.



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 X	Date (dd/mm/yy) [] [] []
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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.



How to submit the claim 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.



How to submit the 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



How to submit the claim form

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



How to submit the claim form

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.



How to submit the claim 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.



How to submit the claim form

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".



How to submit the claim form

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.



How to submit the claim form

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.

