



UHIP Member Contact List



When to Contact your University UHIP Plan Administrator

- ✓ Eligibility questions
- ✓ Enrolling your dependents
- ✓ Changing your coverage
- ✓ UHIP premium questions
- ✓ Applying for a refund of premiums
- ✓ To update your name, date of birth, email or address
- ✓ Confirmation of UHIP coverage letter

Questions?

To find contact information for your University click on the link below for more details:

<http://uhip.ca/contact-us.aspx>

When to Contact Sun Life Financial

- ✓ Information about what is covered under UHIP
- ✓ How to submit a claim
- ✓ Information about your UHIP claim
- ✓ If you need help with registering for mysunlife.ca
- ✓ If you are having trouble accessing mysunlife.ca
- ✓ How to print your coverage card on mysunlife.ca

Questions?

When contacting Sun Life Financial, you will be asked to confirm your UHIP member ID.

Call us:

Toll-Free **1-866-500-8447**

Monday - Friday 8:00am - 8:00pm (ET)

Visit:

www.mysunlife.ca

Have you been admitted to a hospital?

You are required to contact Sun Life Financial within 48 hours by email at case.mgmt@sunlife.com.

Require a pre-determination of medical services?

Please email Sun Life Financial at case.mgmt@sunlife.com.

Looking for a Clinic, Doctor or Hospital that accepts UHIP?

Find a **preferred provider network** (<https://www.sunlife.ca/studenthealth/uhip>).

You need to show your UHIP coverage card & bring a **UHIP claim form** at each visit.

In case of emergency, please call 911 and/or go to the nearest hospital.

Do you have an Alternate Insurance Plan & want to Apply for an Exemption from UHIP?

To learn if you are eligible to apply for an exemption from UHIP, access the link below and complete the **exemption checklist** (<http://uhip.ca/all-about-uhip.aspx#seven>).

Sun Life Assurance Company of Canada is the insurer and a member of the Sun Life Financial Group of Companies.

