How to Check the Status of a Claim

Use mysunlife.ca to stay up to date on the status of your UHIP claims.

**Step 1** Sign in to mysunlife.ca using your sign-in/access ID and password.

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

**Step 3** Click recent claims.
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.

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

**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.

**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.

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Sun Life Assurance Company of Canada is the insurer and a member of the Sun Life Financial group of companies.

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