



my Sun Life Mobile photo submission

An easy way to submit group benefit claims

Photo submission on **my Sun Life Mobile** app. We are making it easy for members to submit required documentation with their claim and to send documents requested by Sun Life.



With my Sun Life Mobile's photo submission feature, you can submit a range of claim documents through the app, and it's as simple as snapping a photo.

With over 8 million claims submitted through my Sun Life Mobile, we continue to innovate and provide you with easy and convenient mobile capabilities.



Submit a claim > Medical > Photo Submission
(if necessary)

Photo submission allows you to submit supporting documentation instantly, allowing claims to be processed quickly, and reducing the number of declines when additional information is required.



Send Documents > Photo Submission

If Sun Life has requested supporting documentation, through a previous claim, the Client Call Centre or a form, it can be submitted via photo submission with the **Send Documents feature**.

The photo submission functionality is not available on our website at mysunlife.ca, although you will continue to enjoy conveniences such as fast and easy claims submission and much more.

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FREQUENTLY ASKED QUESTIONS

1. Which claim types are eligible for photo submission?

Most individual providers and specialty types are enabled for mobile photo receipt and document submission, including treatments lasting for more than one hour. Also, medical services and supplies such as nursing, lab tests, and equipment and orthotics, are enabled through this feature. See the full list below:

| TOP SUBMITTED PARAMEDICALS (PHOTO REQUESTED WHEN NECESSARY) | INDIVIDUAL PROVIDER SERVICES | ADDITIONAL EXPENSE TYPES |
|--|-----------------------------------|-----------------------------------|
| Acupuncturist | Athletic Therapist | Ambulance |
| Chiropracist | Audiologist | Diabetic Supplies |
| Chiropractor | Christian Science Practitioner | Doctor's Services |
| Massage Therapist | Clinical Counsellor | Health Care Products and Supplies |
| Naturopath | Dietitian (Registered) | Medical Equipment |
| Osteopath | Electrologist | Hearing Aid and Supplies |
| Physiotherapist | Homeopath | Hospitalization |
| Podiatrist | Kinesiologist | Nursing Home |
| Psychologist | Marriage and Family Therapist | Laboratory/Diagnostic Services |
| | Medical Doctor | Orthopaedic Supplies |
| | Nurse | Prosthesis |
| | Occupational Therapist | |
| | Physical Rehabilitation Therapist | |
| | Podologist | |
| | Psychiatrist | |
| | Psychotherapist | |
| | Shiatsu Specialist | |
| | Social Worker | |
| | Speech Therapist | |

2. Will claims be adjudicated instantly?

Unlike current mobile claim functionality, claims that require photo submission will not be processed instantly. Photo submission claims will, however, be connected directly to our claims adjudication system to enable quick intake and processing of these claims.

3. Which claims are NOT be eligible for photo submission?

Photo submission capability is enabled for individual paramedical providers and specialties as well as medical claims, therefore drug, vision, dental, Health Spending Account (HSA), Out of Country, and Coordination of Benefits claims remain unchanged and will not be eligible for photo submission. Additionally, no Personal Spending Account (PSA) claims will have photo submission enabled.

Questions?

For contact information, see mysunlife.ca or the **Contact us** section on **my Sun Life Mobile**.

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Group Benefits are offered by Sun Life Assurance Company of Canada, a member of the Sun Life Financial group of companies.

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4. Is photo submission available for all claims submitted through my Sun Life Mobile?

Remember that we don't ask you to submit supporting documentation for the majority of health and dental claims, with most of these claims processed instantly. You should still hold on to your receipts for audit and tax purposes, but you do not need to submit them to us. The photo submission functionality is for claims that cannot be adjudicated automatically, to provide a faster, easier submission, while reducing the chance of needing to submit supporting documentation.

5. Is photo submission also available on Sun Life's Plan Member services website?

At this time, this feature is available on my Sun Life Mobile only.

sunlife.ca/mobile

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