

# How to check the status of a claim

With [mysunlife.ca](https://mysunlife.ca) you can see all of your claims information. You can look at what's happening with a claim you have recently submitted.

Or, if you need to, you can check one that you already received the money for. Want to print your claims information? You can do that too.

It's fast and easy to check your claims.



# How to check the status of a claim

1. Go to [www.mysunlife.ca](http://www.mysunlife.ca).

The screenshot shows the Sun Life Financial website interface. At the top, the Sun Life Financial logo is on the left, and the 'my Sun Life' header is on the right. Below the header is a navigation menu with links for Home, Site map, Contact Us, Find an advisor, Get a quote, and Français. A search bar is also present. The main content area features a banner for 'Sun Life Canadian Unretirement™ Index' with the text 'This is how retirement is changing.' Below the banner are three columns of links: 'my coverage' (My plan made easy, Discover the benefits of going online, Resource centre), 'my money' (Join my group retirement and savings plan, Make the most of my group plan, Understand financial planning and investing), and 'I would like to ...' (Submit or track a claim, Find a form, Check my balance, Speak to someone). On the right side, there is a 'Sign in' form with fields for Access ID and Password, a 'Remember my Access ID' checkbox, and a 'Sign in' button. Below the form are links for 'Forgot your Access ID?', 'Forgot your password?', and 'Don't have an Access ID? Register now'. A note states 'By signing in, you agree to these terms and conditions.' At the bottom, there are three promotional boxes: 'What others are saying about us' featuring a testimonial from Suzanne W, 'brighter life' with the tagline 'Sharing ideas about money, health and family' and a list of links, and 'Accessibility information' and 'Security, privacy and fraud' sections.

# How to check the status of a claim

2. Enter your access ID and password and click the **sign in** button.

The screenshot shows the Sun Life Financial website interface. At the top, there is a navigation bar with the Sun Life Financial logo and links for Home, Site map, Contact Us, Find an advisor, Get a quote, and Français. Below this is a search bar with a 'Search' button. The main content area features a banner for 'Sun Life Canadian Unretirement™ Index' with the text 'This is how retirement is changing.' Below the banner are three columns of links: 'my coverage', 'my money', and 'I would like to ...'. On the right side, there is a 'Sign in' form with fields for 'Access ID:' and 'Password:', a 'Remember my Access ID' checkbox, and a 'Sign in' button. A red arrow points from the text on the right to the 'Sign in' button. Below the sign-in form are links for 'Forgot your Access ID?', 'Forgot your password?', and 'Don't have an Access ID? Register now'. At the bottom of the sign-in form, there is a note: 'By signing in, you agree to these terms and conditions.' Below the sign-in form are sections for 'What others are saying about us' with a testimonial from Suzanne W, 'Brighter life' with a list of links, and 'Accessibility information' and 'Security, privacy and fraud'.

For step-by-step instructions explaining how to register at mysunlife.ca watch the webinar available at [www.c-hip.ca](http://www.c-hip.ca).

# How to check the status of a claim

## 3. Click **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 with the text 'Last visit was on June 15, 2012'. The main content area is titled 'my health and well-being' and includes a 'Preferences' dropdown menu. Underneath, there are several links: 'Medical/Dental » 025104 Wellness centre', 'my coverage', 'my claims' (highlighted with a red box and a red arrow), 'Health Spending account', 'Next dental checkup', and 'Leaving the plan'. A 'Take me to...' dropdown menu is also visible.

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 check the status of a claim

## 4. Click **recent claims**.

Help | Contact us | Secure messages | Profile | **Sign out**

Home | Coverage | Claims | Wellness centre | Leaving the plan | FAQs | Print

### my claims

**Submit a claim**

- ▶ [Prescribed Drug e-claim](#)
- ▶ [Vision Care e-claim](#)
- ▶ [Paramedical e-claim](#)
- ▶ [Dental e-claim](#)
- ▶ [Health Spending Account e-claim](#)
- ▶ [Print claim form](#)

**View a claim statement**

- ▶ [Recent claims](#)
- ▶ [Dental estimates](#)

**View claim summary**

- ▶ [Drug claim summary](#)
- ▶ [Medical and Dental claim summary](#)

### Take me to

- Quick view »
- Need glasses/lenses? »
- Next dental checkup »
- Direct deposit »
- Coordination of benefits »
- Print drug card »
- Print travel card »
- Health Spending Account balance »
- Provincial health plans »



# How to check the status of a claim


5. To see claims that are currently in progress, click **in progress**.

Help | Contact us | Secure messages | Profile | **Sign out**

Home | Coverage | **Claims** | Wellness centre | Leaving the plan | FAQs | Print

## Recent claims

### Completed

Claims received but not yet completed can also be viewed by clicking [In progress](#) 

We can only present detailed information for claims completed since 30 Jan 2011.

Note: our statement format has changed and you may see different statement types below. Claims not yet paid and Explanation of Benefits statements will continue to display in the previous format.

Claims for the indicated period are listed below and exclude any claims received but not yet completed. If you want to view a claim completed in a different period, please indicate the period and click continue.

From:  To:

dd/mm/yyyy dd/mm/yyyy

### Claim Statements

Date of Statement	Benefit Type	Claimant	Claim Number	Amount Claimed	Amount Paid
<a href="#">17 Jun 2012</a>	Medical	Randy	<a href="#">120400-15026-81</a>	\$270.00	\$60.00
<a href="#">25 May 2012</a>	Dental	Andreia	<a href="#">090400-12177-00_60</a>	\$525.00	\$507.51
<a href="#">20 May 2012</a>	Medical	Randy	<a href="#">120400-15005-00</a>	\$411.00	\$150.00

### Explanation of Benefits

Date of Payment	Benefit Type	Claimant	Claim Number	Amount Claimed	Amount Paid
<a href="#">07 May 2012</a>	Medical	Andreia	<a href="#">120400-15005-99</a>	\$300.00	\$150.00
<a href="#">20 Apr 2012</a>	Medical	Eva Christin	<a href="#">120400-15725-00</a>	\$55.00	\$44.00
<a href="#">12 Feb 2012</a>	Dental	Randy	<a href="#">120400-12160-00</a>	\$300.00	\$250.00

**Claiming the Out-of-Pocket Expense for medical or dental claims:** Your out-of-pocket expense is the difference between the amount claimed and the amount paid. You can claim this amount as a [dental](#) or [medical](#) coordination of benefits claim, if your spouse has benefits coverage, or as a [Health Spending Account Claim](#). Please ensure that the claim does not include expenses previously paid for by this or any other plan. Tip: if your spouse has benefits coverage, you may want to coordinate benefits by submitting the claim under your spouse's benefits plan before submitting the balance as a Health Spending Account claim.

To view your claims history, select the [Medical & Dental claim summary](#) or the [Drug claim summary](#).

# How to check the status of a claim

- You will see a summary of the claims that are being processed by Sun Life.

						<a href="#">Help</a>	<a href="#">Contact us</a>	<a href="#">Secure messages</a>	<a href="#">Profile</a>	<a href="#">Sign out</a>
<a href="#">Home</a>	<a href="#">Coverage</a>	<a href="#">Claims</a>	<a href="#">Wellness centre</a>	<a href="#">Leaving the plan</a>	<a href="#">FAQs</a>					<a href="#">Print</a>

## Recent claims

### In Progress

Claims listed below have been received but not yet processed. We will notify you if any further details are required to process your claim.

#### Dental Claims

Contract No: 025104

Claimant	Service Dates	Date Received	Claim Number	Amount Claimed
Randy	19 Jun 2012 - 19 Jun 2012	19 Jun 2012	150102-12652-00	\$50.00

#### Medical and HSA Claims

Contract No: 025104

Claimant	Service Dates	Date Received	Claim Number	Amount Claimed
Andreia	20 May 2012 - 28 May 2012	04 Jun 2012	160102-25142-00	\$80.00
	25 Apr 2012 - 25 Apr 2012	04 Jun 2012	310102-65215-00	\$35.00

# How to check the status of a claim

## 7. Click the **back button** to return to the recent claims completed page.

Help Contact us Secure messages Profile **Sign out**

Home Coverage **Claims** Wellness centre Leaving the plan FAQs Print

### Recent claims

#### Completed

Claims received but not yet completed can also be viewed by clicking [In progress](#).

We can only present detailed information for claims completed since 30 Jan 2011.

Note: our statement format has changed and you may see different statement types below. Claims not yet paid and Explanation of Benefits statements will continue to display in the previous format.

Claims for the indicated period are listed below and exclude any claims received but not yet completed. If you want to view a claim completed in a different period, please indicate the period and click continue.

From:  To:

dd/mm/yyyy dd/mm/yyyy

#### Claim Statements

Date of Statement	Benefit Type	Claimant	Claim Number	Amount Claimed	Amount Paid
<a href="#">17 Jun 2012</a>	Medical	Randy	<a href="#">120400-15026-81</a>	\$270.00	\$60.00
<a href="#">25 May 2012</a>	Dental	Andreia	<a href="#">090400-12177-00,60</a>	\$525.00	\$507.51
<a href="#">20 May 2012</a>	Medical	Randy	<a href="#">120400-15005-00</a>	\$411.00	\$150.00

#### Explanation of Benefits

Date of Payment	Benefit Type	Claimant	Claim Number	Amount Claimed	Amount Paid
<a href="#">07 May 2012</a>	Medical	Andreia	<a href="#">120400-15005-99</a>	\$300.00	\$150.00
<a href="#">20 Apr 2012</a>	Medical	Eva Christin	<a href="#">120400-15725-00</a>	\$55.00	\$44.00
<a href="#">12 Feb 2012</a>	Dental	Randy	<a href="#">120400-12160-00</a>	\$300.00	\$250.00

**Claiming the Out-of-Pocket Expense for medical or dental claims:** Your out-of-pocket expense is the difference between the amount claimed and the amount paid. You can claim this amount as a [dental](#) or [medical](#) coordination of benefits claim, if your spouse has benefits coverage, or as a [Health Spending Account Claim](#). Please ensure that the claim does not include expenses previously paid for by this or any other plan. Tip: if your spouse has benefits coverage, you may want to coordinate benefits by submitting the claim under your spouse's benefits plan before submitting the balance as a Health Spending Account claim.

To view your claims history, select the [Medical & Dental claim summary](#) or the [Drug claim summary](#).



# How to check the status of a claim

8. 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**.

Help | Contact us | Secure messages | Profile | Sign out

Home | Coverage | Claims | Wellness centre | Leaving the plan | FAQs | Print

### Recent claims

Completed

Claims received but not yet completed can also be viewed by clicking [In progress](#).

We can only present detailed information for claims completed since 30 Jan 2011.

Note: our statement format has changed and you may see different statement types below. Claims not yet paid and Explanation of Benefits statements will continue to display in the previous format.

Claims for the indicated period are listed below and exclude any claims received but not yet completed. If you want to view a claim completed in a different period, please indicate the period and click [continue](#).

From: 01/09/2011  To: 19/07/2012  [continue](#)

dd/mm/yyyy

Claim	Date of Payment	Benefit Type	Claimant	Claim Number	Amount Claimed	Amount Paid
17 Jun	17 Jun		Randy	120400-15026-81	\$270.00	\$60.00
25 Mar	25 Mar		Andrea	090400-12177-00,60	\$525.00	\$507.51
20 Mar	20 Mar		Randy	120400-15005-00	\$411.00	\$150.00
07 May 2012	07 May 2012	Medical	Andrea	120400-15005-99	\$300.00	\$150.00
20 Apr 2012	20 Apr 2012	Medical	Eva Christin	120400-15725-00	\$55.00	\$44.00
12 Feb 2012	12 Feb 2012	Dental	Randy	120400-12160-00	\$300.00	\$250.00

**Claiming the Out-of-Pocket Expense for medical or dental claims:** Your out-of-pocket expense is the difference between the amount claimed and the amount paid. You can claim this amount as a [dental](#) or [medical](#) coordination of benefits claim, if your spouse has benefits coverage, or as a [Health Spending Account Claim](#). Please ensure that the claim does not include expenses previously paid for by this or any other plan. Tip: if your spouse has benefits coverage, you may want to coordinate benefits by submitting the claim under your spouse's benefits plan before submitting the balance as a Health Spending Account claim.

To view your claims history, select the [Medical & Dental claim summary](#) or the [Drug claim summary](#).

# How to check the status of a claim

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.



## Recent claims

### Completed

Claims received but not yet completed can also be viewed by clicking [In progress](#).

We can only present detailed information for claims completed since 30 Jan 2011.

Note: our statement format has changed and you may see different statement types below. Claims not yet paid and Explanation of Benefits statements will continue to display in the previous format.

Claims for the indicated period are listed below and exclude any claims received but not yet completed. If you want to view a claim completed in a different period, please indicate the period and click continue.

From:  To:    
dd/mm/yyyy dd/mm/yyyy

### Claim Statements

Date of Statement	Benefit Type	Claimant	Claim Number	Amount Claimed	Amount Paid
<a href="#">17 Jun 2012</a>	Medical	Randy	<a href="#">120400-15026-81</a>	\$270.00	\$60.00
<a href="#">25 May 2012</a>	Dental	Andreia	<a href="#">090400-12177-00_60</a>	\$525.00	\$507.51
<a href="#">20 May 2012</a>	Medical	Randy	<a href="#">120400-15005-00</a>	\$411.00	\$150.00

### Explanation of Benefits

Date of Payment	Benefit Type	Claimant	Claim Number	Amount Claimed	Amount Paid
<a href="#">07 May 2012</a>	Medical	Andreia	<a href="#">120400-15005-99</a>	\$300.00	\$150.00
<a href="#">20 Apr 2012</a>	Medical	Eva Christin	<a href="#">120400-15725-00</a>	\$55.00	\$44.00
<a href="#">12 Feb 2012</a>	Dental	Randy	<a href="#">120400-12160-00</a>	\$300.00	\$250.00

**Claiming the Out-of-Pocket Expense for medical or dental claims:** Your out-of-pocket expense is the difference between the amount claimed and the amount paid. You can claim this amount as a [dental](#) or [medical](#) coordination of benefits claim, if your spouse has benefits coverage, or as a [Health Spending Account Claim](#). Please ensure that the claim does not include expenses previously paid for by this or any other plan. Tip: if your spouse has benefits coverage, you may want to coordinate benefits by submitting the claim under your spouse's benefits plan before submitting the balance as a Health Spending Account claim.

To view your claims history, select the [Medical & Dental claim summary](#) or the [Drug claim summary](#).



# How to check the status of a claim

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

Home Coverage Claims Wellness centre Leaving the plan FAQs [Help](#) [Contact us](#) [Secure messages](#) [Profile](#) [Sign out](#) [Print](#)

## Recent claims

### Completed

Claims received but not yet completed can also be viewed by clicking [In progress](#).

We can only present detailed information for claims completed since 30 Jan 2011.

Note: our statement format has changed and you may see different statement types below. Claims not yet paid and Explanation of Benefits statements will continue to display in the previous format.

Claims for the indicated period are listed below and exclude any claims received but not yet completed. If you want to view a claim completed in a different period, please indicate the period and click continue.

From:  To:  [continue](#)  
dd/mm/yyyy dd/mm/yyyy

### Claim Statements

Date of Statement	Benefit Type	Claimant	Claim Number	Amount Claimed	Amount Paid
<a href="#">17 Jun 2012</a>	Medical	Randy	<a href="#">120400-15026-81</a>	\$270.00	\$60.00
<a href="#">25 May 2012</a>	Dental	Andreia	<a href="#">090400-12177-00.60</a>	\$525.00	\$507.51
<a href="#">20 May 2012</a>	Medical	Randy	<a href="#">120400-15005-00</a>	\$411.00	\$150.00

### Explanation of Benefits

Date of Payment	Benefit Type	Claimant	Claim Number	Amount Claimed	Amount Paid
<a href="#">07 May 2012</a>	Medical	Andreia	<a href="#">120400-15005-99</a>	\$300.00	\$150.00
<a href="#">20 Apr 2012</a>	Medical	Eva Christin	<a href="#">120400-15725-00</a>	\$55.00	\$44.00
<a href="#">12 Feb 2012</a>	Dental	Randy	<a href="#">120400-12160-00</a>	\$300.00	\$250.00

**Claiming the Out-of-Pocket Expense for medical or dental claims:** Your out-of-pocket expense is the difference between the amount claimed and the amount paid. You can claim this amount as a [dental](#) or [medical](#) coordination of benefits claim, if your spouse has benefits coverage, or as a [Health Spending Account Claim](#). Please ensure that the claim does not include expenses previously paid for by this or any other plan. Tip: if your spouse has benefits coverage, you may want to coordinate benefits by submitting the claim under your spouse's benefits plan before submitting the balance as a Health Spending Account claim.

To view your claims history, select the [Medical & Dental claim summary](#) or the [Drug claim summary](#).

# How to check the status of a claim

10. 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.

Help | Contact us | Secure messages | Profile | **Sign out**

Home | Coverage | **Claims** | Wellness centre | Leaving the plan | FAQs | **Print**

### Your Claim Statement

**Overview of your claims**

<b>Total amount you claimed:</b>	<b>\$270.00</b>	<b>Statement date</b>	17 Jun 2012
Amount paid by your Health benefits	\$60.00	<b>Member name</b>	Randy Doe
<b>Total amount paid by your plan benefits</b>	<b>\$60.00</b>	<b>Member ID number</b>	987 654321
Your out of pocket expense	\$0.00	<b>Contract number</b>	025104
<b>* Amount deposited to your account 1234567</b>	<b>\$60.00</b>		

\* Claim payments made to you on the same day may appear on your cheque or in your bank account as a combined total of the claims processed for you on that day.

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

### Details of your Health Claims

**back**

Service date and description	Amount claimed	Amount eligible	Amount deductible	Percent covered	Paid by another plan	Paid by your plan	Total paid
<b>Claims for Randy</b>							
Claim number 120400-15026-81							
12 Apr 2012							
Physiotherapy visit	150.00	150.00	0.00	80%	120.00	30.00	150.00
08 Jun 2012							
Massage therapy visit	120.00	120.00	0.00	80%	90.00	30.00	120.00
<b>Total for Randy</b>	<b>\$270.00</b>	<b>\$270.00</b>	<b>\$0.00</b>		<b>\$210.00</b>	<b>\$60.00</b>	<b>\$270.00</b>

### Your Health Spending Account balance

Balance as of 19 July 2012

Benefit Year (may be less or more than 12 months)	Balance
01 Sep 2010 - 31 Aug 2011	\$100.00
01 Sep 2011 - 31 Aug 2012	\$245.00

# How to check the status of a claim

11. To review the explanation of benefits for a claim click on the date under **date of payment**.

Help Contact us Secure messages Profile Sign out

Home Coverage Claims Wellness centre Leaving the plan FAQs Print

## Recent claims

### Completed

Claims received but not yet completed can also be viewed by clicking [In progress](#).

We can only present detailed information for claims completed since 30 Jan 2011.

Note: our statement format has changed and you may see different statement types below. Claims not yet paid and Explanation of Benefits statements will continue to display in the previous format.

Claims for the indicated period are listed below and exclude any claims received but not yet completed. If you want to view a claim completed in a different period, please indicate the period and click continue.

From:  To:

dd/mm/yyyy dd/mm/yyyy

### Claim Statements

Date of Statement	Benefit Type	Claimant	Claim Number	Amount Claimed	Amount Paid
<a href="#">17 Jun 2012</a>	Medical	Randy	<a href="#">120400-15026-81</a>	\$270.00	\$60.00
<a href="#">25 May 2012</a>	Dental	Andreia	<a href="#">090400-12177-00,60</a>	\$525.00	\$507.51
<a href="#">20 May 2012</a>	Medical	Randy	<a href="#">120400-15005-00</a>	\$411.00	\$150.00

### Explanation of Benefits

Date of Payment	Benefit Type	Claimant	Claim Number	Amount Claimed	Amount Paid
<a href="#">07 May 2012</a>	Medical	Andreia	<a href="#">120400-15005-99</a>	\$300.00	\$150.00
<a href="#">20 Apr 2012</a>	Medical	Eva Christin	<a href="#">120400-15725-00</a>	\$55.00	\$44.00
<a href="#">12 Feb 2012</a>	Dental	Randy	<a href="#">120400-12160-00</a>	\$300.00	\$250.00

**Claiming the Out-of-Pocket Expense for medical or dental claims:** Your out-of-pocket expense is the difference between the amount claimed and the amount paid. You can claim this amount as a [dental](#) or [medical](#) coordination of benefits claim, if your spouse has benefits coverage, or as a [Health Spending Account Claim](#). Please ensure that the claim does not include expenses previously paid for by this or any other plan. Tip: if your spouse has benefits coverage, you may want to coordinate benefits by submitting the claim under your spouse's benefits plan before submitting the balance as a Health Spending Account claim.

To view your claims history, select the [Medical & Dental claim summary](#) or the [Drug claim summary](#).

# How to check the status of a claim

12. You will see information about your claim. 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.

Help | Contact us | Secure messages | Profile | **Sign out**

Home | Coverage | Claims | Wellness centre | Leaving the plan | FAQs | **Print** ←

## Medical and HSA Claims

### Claim Statement

 Member's Name: **Randy Doe**  
Member ID No.: **987654321**  
Current Benefit Year: **01 Sep 2011 - 31 Aug 2012**  
Contract No.: **025104**  
Payee's Name: **Randy Doe**  
Payment due: **\$150.00**

\* Your claim has been accepted and processed according to the details below. Any payment due to you from these claims will appear on your cheque or in your bank account usually within 24 to 48 hours.

\* If you would like to print the Claim Statement for your records, for tax reporting purposes or to send to another carrier for Coordination of benefits, please click on "Print" above.

Claimant: **Andreia** Claim No.: 120400-15005-99 [back](#)

Service Dates	Description of Expense	Amount Claimed	Amount Eligible	Amount deductible	Paid by another plan	Percent covered	Paid by your plan	Remarks	
05 May 2012 - 05 May 2012	CONTACT LENSES	\$300.00	\$150.00	\$0.00	\$0.00	100	\$150.00	C17	
							<b>\$300.00</b>	<b>\$150.00</b>	

**Remarks:**  
C17 - Payment has been limited to the amount specified in the contract for this type of expense.

To see your new Health Spending Account balance, press this button. [Health Spending Account](#)

# How to check the status of a claim

If you have questions after looking at your statements, please contact the Sun Life Financial Customer Care Centre at 1-800-361-6212 any business day from 8 a.m. to 8 p.m. ET.

