

CRITICAL ILLNESS

Your Critical Illness benefits

How to submit a claim



How do I submit a Critical Illness claim?

We have multiple ways for you to submit your claim:

1. Online at www.sunlife.com/account
 - Log in to your Sun Life account or create one
 - Select 'submit a claim' and follow the steps
 - You will receive an email confirmation after you submit your claim. If you don't see it in your inbox, please check your spam folder.
2. Via email, fax or mail
 - Visit www.sunlife.com/findaform
 - Choose 'Critical Illness'
 - Complete and print the Critical Illness form, including Authorizations and Attending Physician Statement
 - Send in the form

Email: SLFWorksiteclaims@disabilityrms.com

Fax: 866-376-9480

Mail: Sun Life
300 Southborough Drive
Suite 200
South Portland, ME 04106

What happens next?

Once we receive your completed claims information, a claims professional will evaluate your Critical Illness claim. During the evaluation process, we may request additional information from your treatment providers and may also contact your employer for confirmation of your enrollment for this coverage.

To check the status of your claim, contact Supplemental Health Claims at 877-820-5306.

All inquiries or follow-up questions can be directed to Supplemental Health Claims at 877-820-5306 Monday through Friday, from 8 a.m. to 5 p.m. ET.

This is a limited benefit policy. It does NOT provide basic hospital, basic medical, or major medical insurance. The certificate has exclusions, limitations, and waiting periods for certain conditions that may affect any benefits payable. Benefits payable are subject to all terms and conditions of the certificate. The policy and certificate, if applicable, may not be available in all states and may vary based on state laws and regulations.

Group critical illness insurance policies are underwritten by Sun Life Assurance Company of Canada (Wellesley Hills, MA) in all states, except New York, under Policy Form Series 15-GP-01, 16-SD-C-01, 16-SDPort-C-01, 12-GP-01, 13-SD-C-01, and 13-SDPort-C-01. Product offerings may not be available in all states and may vary depending on state laws and regulations. Not available for use in New York. In California and Connecticut, Critical Illness is referred to as "Specified Disease."

© 2021 Sun Life Assurance Company of Canada, Wellesley Hills, MA 02481. All rights reserved. Sun Life and the globe symbol are trademarks of Sun Life Assurance Company of Canada. Visit us at www.sunlife.com/us.

GCIHO-5377-k (08/21)