

# mysunlife.ca and the my Sun Life mobile app

Keep getting better



We're always enhancing the app and the website.<sup>1</sup> Here are some highlights:



### Fingerprint authentication

This lets you use the Touch ID<sup>2</sup> feature on your iPhone or Fingerprint on your Android<sup>3</sup> smart phone to access the **my Sun Life mobile app**. Just link this feature to your Sun Life ID and password to use the app instantly without having to enter your ID and password each time.



### Access your coverage and travel cards through Apple Wallet<sup>2</sup>

You can save both your coverage and travel cards to the Wallet section of your iPhone<sup>2</sup> for quick and easy access, even when you're offline. Quickly access your coverage cards by rotating your phone. Just ensure your portrait lock is off.



### Facial recognition using your iPhone

You can unlock the **my Sun Life mobile app** if you have the Face ID feature on your iPhone.



### Click to call

You can sign in to the **my Sun Life mobile app**, click **Contact Us** and connect with the Sun Life Client Care Centre (CCC) without the need to re-enter your Sun Life ID and password.



## Finding local health-care providers is easier than ever

Finding quality health-care providers near you can be a challenge. Now available on both **mysunlife.ca** and the **my Sun Life mobile app**, the provider search tool makes it easy to look up paramedical providers across the country. These include chiropractors, massage therapists, physiotherapists and dental and vision care professionals. You can also compare costs across several types of providers, as each provider is assigned a relative cost indicator (\$ / \$\$ / \$\$\$).

You can choose your provider by allowing them to have an extended profile on provider search. This provides details such as office hours, images of the provider and the facility. And, you can make an appointment directly with them.



## Disability claims go digital

You can submit disability claims by email or through both **mysunlife.ca** and the **my Sun Life mobile app**. Simply take a picture of your completed paper claim form and send it via the **Documents** feature within the app.



## Ella on Alexa<sup>4</sup>

Ella, your digital health coach, is available on your Alexa smart speaker. You can search for the nearest or highest-rated health-care provider using the provider search tool. You can instantly receive a text message from Sun Life with details. You can submit a claim for massage, chiropractic, physiotherapy and psychologist services. You're able to check your Health Spending Account (HSA) or Personal Spending Account (PSA) balances and vision care balances for you, your dependents and more. (If available under your benefits plan.)



## Lumino Health

**Luminohealth.ca** and Lumino Health mobile app is for all Canadians, so you can share this network with your family and friends. It lets them search for top-rated health providers, benefit from offers and discounts in the Discovery Lab and learn about new health solutions.



## Coordination of Benefits (COB)

When a person is covered under more than one plan, they can submit a coordination of benefits claim. COB allows you to submit remaining amounts to another plan (spouse or partner) to get the maximum payment possible. You can submit medical claims on the **my Sun Life mobile app**.



## Lumino Resources & Offers

You have access to health-care solutions, many at a discounted rate, on **mysunlife.ca** and the **my Sun Life mobile app**. Current categories include vision, fitness & wellness, food & nutrition and medical equipment.



## Drug lookup tool

This tool is available on both **mysunlife.ca** and the **my Sun Life mobile app**. It gives you a trusted resource to look up medications, side effects, usage and contraindications, and potentially lower-cost alternatives. This means you can better manage your health and wealth, and have richer conversations with your health-care providers.



## Explanation of benefits (EOB)

Expense level details are available on both **mysunlife.ca** and the **my Sun Life mobile app**. That means when you submit multiple claims you can now see the breakdown of each claim and what was paid.

Visit **sunlife.ca/mobile** to learn more about the features available on the **my Sun Life mobile app**

1 Refer to your benefits booklet for full details of eligible expenses under your plan, including limitations, exclusions and conditions of coverage.

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## Life's brighter under the sun

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