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Our insurer, Sun Life, sometimes finds it necessary to disallow certain healthcare service providers, clinics, facilities or medical suppliers from claims processing and reimbursement in an effort to better protect our plans. When Sun Life delists a provider, they no longer process or pay for claims for services or supplies obtained from that provider. These providers are placed on a Sun Life "delisted providers" list.

To view the list, please log in to your password protected site through www.mysunlife.ca and select the message for delisted providers. Please note claims or services from these providers will not be reimbursed.

If you do not have online access you will first need to register for it.

How to register for online access

- Make sure you have your Contract and Member ID numbers
- Go to www.mysunlife.ca and select **P**
- Select – option
- Complete all of the required information and continue

If you are not allowed to continue at any point in time and all the information you have provided is correct, call the 1-800-361-6212 number for assistance.

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We encourage you to check the list periodically so that you don't unknowingly use a delisted provider, which will result in your claim being declined.

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It is important that only eligible claims are processed and paid. We are all responsible to ensure that our plans are protected and no fraudulent claims get paid.