Lumino Health
FAQ for dentists

Sun Life

Lumino Health

What is Lumino Health?

Lumino Health is a platform that connects health-care providers with new patients. We offer free profiles to help them promote and grow their practices. With over 15 million searches (and counting), it's Canada's largest health network.

Canadians have asked for our help to find providers in their local area. Lumino Health allows them to search for and engage with providers across the country. This includes dental, paramedical, mental health and vision providers. We continue to add health-care specialties to the network.

With Lumino Health, Canadians can make informed decisions when searching for a new provider. They can search by name or by specialty. They can filter by rating, hours of operation, languages spoken and distance. They can also only show providers who offer virtual visits and/or online booking.

Lumino Health also offers content on several health topics and shares innovative health solutions to help all Canadians with their health needs. It's free for consumers and available to everyone in Canada.

Where can I find Lumino Health?

It's available to all Canadians on the web at **luminohealth.ca** or on our mobile app, available at the **App Store** or **Google Play**. It's also available to Sun Life Clients on **mysunlife.ca** or the **my Sun Life mobile app.**

What's the difference between a basic listing and a profile on Lumino Health?

A basic listing includes name, address, phone number, cost category and ratings. A profile allows providers to add additional information about their practice. This can include hours of operation, services and amenities offered, photos, languages spoken and a short description. Our research indicates that Canadians have a strong preference for profiles over basic listings.

For basic listings, where does Sun Life obtain the information?

Sun Life receives information about providers as part of the claims process.
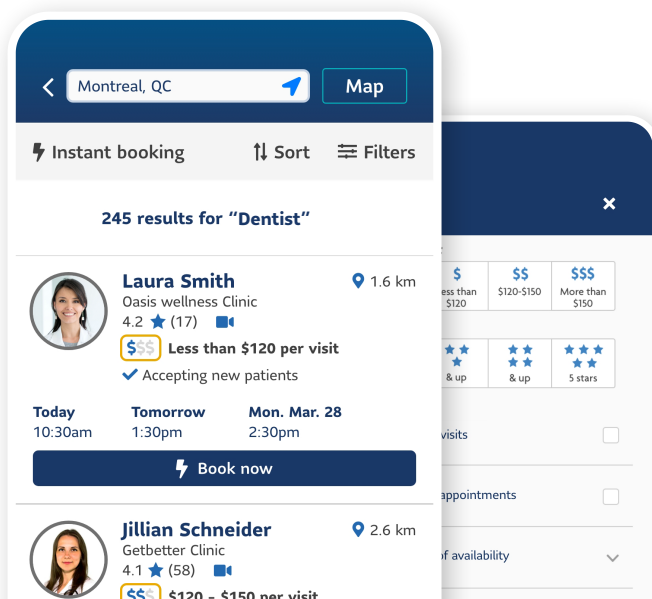
How do I create a profile?

As a dentist, it's quick and easy to create a profile through **Sun Life Direct:**

1. Sign in with your access ID and password.

2. Click **Lumino Health profile** along the top and complete the available fields for all your locations. We encourage you to be as complete as possible when filling in your profile.

3. Review your profile and click **Enable Profile.**

Forgot your Sun Life Direct account info? You can retrieve your access ID **here** or reset your password **here**.

Not registered with Sun Life Direct?
Contact **1–855–301–4786** to get started.

Each dentist on Lumino Health has their own individual profile. If you're a dentist and work in multiple locations, complete the mandatory fields for each location.

If you're having difficulty completing your profile, call **1–888–619–8835** or email **provider.search@ sunlife.com** and we'll be happy to help.
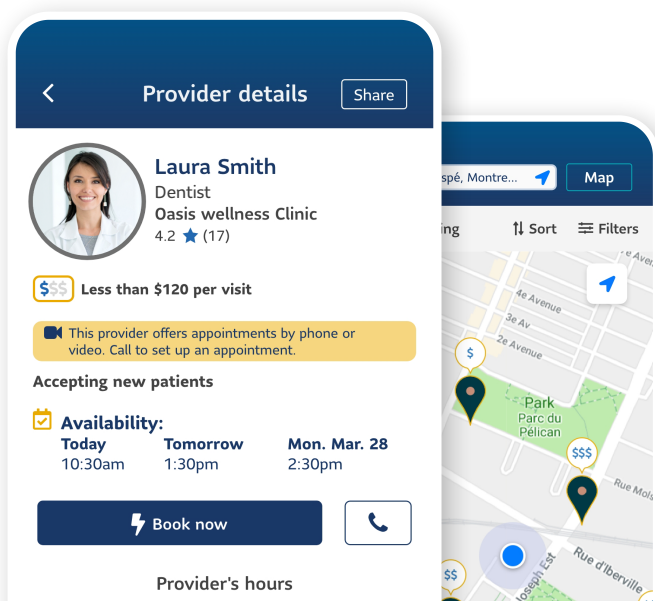
Do I have to create a profile?

The profile feature is voluntary. However, we encourage you to create one to showcase your practice and attract new patients.

Lumino Health shows details about providers that other search engines don't show. This includes cost information and ratings from Canadians. Patients can also request appointments through Lumino Health.

Other benefits:

*   Increase your presence on Canada's largest health network.

*   Get seen more often with priority placement and custom content.

*   15 million total searches for providers like you.

Can I disable my profile?

You can disable your profile at any time. Simply click the **Disable** button in the top-right corner of the profile page.

What are star ratings? Where do these ratings come from?

We voluntarily collect ratings from Sun Life Clients after they submit a claim. We ask for a rating from 1 to 5 stars. Sun Life began collecting ratings in the fall of 2016. This was for a variety of health-care providers including dental, paramedical and vision care. We've collected more than 15 million ratings so far.

What are cost categories? How are they created?

Cost information helps Canadians make the best decisions based on their own needs and personal situation. Cost indicators of $, $$ and $$$ are part of provider listings on Lumino Health.

Sun Life uses provincial recommendations (known as "fee guides") to categorize dentists by cost. We also look at claims submitted by Sun Life Clients over the past four months. These determine which cost category the practice falls into.

If I change my prices, what will happen to my cost category?

We base the cost categorization on claims received from our Clients. If you recently changed your prices, you should see your cost categorization change to reflect those changes over time.

How do appointment requests work?

All patients can request an appointment through a **Request appointment** button on your profile. Once submitted, you'll receive an email to the email address on your profile. You must then contact the individual to schedule the appointment. When you receive the email, save it as a contact to ensure it doesn't go to your spam folder in the future. The email will come from **Lumino Health Appointment Requests.**

Will Sun Life monitor profile content to ensure it follows marketing by-laws or the standards of practice of my provincial dental college or association?

Dentists are responsible for ensuring all content meets marketing guidelines established by their provincial college or association.

Who do I contact if I have questions about Lumino Health?

Please call **1-888-619-8835** or email **provider.search@sunlife.com.**

Sun Life | **Lumino** Health

📞 1-888-619-8835

✉️ provider.search@sunlife.com

Thanks for being a part of Lumino Health, Canada's largest health network.
We look forward to connecting you with new patients.