

Sun Life eClaims FAQ

1. What can I expect from Sun Life eClaims?

eClaims brings all of your Sun Life digital health services together in one easy-to-use portal. We're excited to build on this foundation over time and offer great experiences for health-care providers and their clients.

2. Is there a fee for this service?

No, eClaims is a free service Sun Life offers.

3. Why register for eClaims?

Registering for eClaims ensures your clients continue to have the same great experience with your practice. You'll be able to continue submitting eClaims to Sun Life on behalf of your clients. If you don't register for eClaims, clients will need to pay for services and submit claims to Sun Life themselves.

4. Does eClaims integrate with my Practice Management Software (PMS)?

At this time, eClaims doesn't integrate with Practice Management Software.

5. Does the system store claims history?

Yes, claims history is stored for the current month and the two previous months. You can export claims history into an xls or csv file. Your claims history with TELUS won't appear on the Sun Life eClaims portal.

6. Do I need a separate account for each facility address?

Yes, if you offer your services out of more than one location you'll need to register a separate account for each location. Each account will need a different email address.

7. Should I add providers who bill clients directly to my eClaims account?

Providers who act as independent contractors and bill clients directly need to register for eClaims separately from your facility.

8. When can I expect to receive payment from Sun Life?

Payment typically goes out the next business day.

9. What do I need to register for eClaims?

YOU NEED FOUR THINGS TO REGISTER FOR ECLAIMS:

- a)** Facility information (contact info).
- b)** Ownership information (business number) if applicable.
- c)** Bank account information (void cheque).
- d)** Provider information (credentials, specialties, names, license number, license issuer).

Once your information is submitted, we'll begin our validation process and let you know once it's complete.



1-855-301-4786

Thanks for being a part of Lumino Health, Canada's largest health network.

We look forward to simplifying your eClaims process.