

# Service excellence – claims made easy

We're always evolving to support you and bring the Best in Health to you and your plan members.

Through innovation and foundational improvements, here are some of the exciting changes we're making to improve the health and dental claims experience!



## Modernizing our tools

We're improving our tools and processes to make it easier for our Clients to submit and process claims.

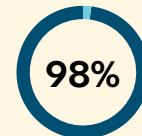
### How we're helping:

Our innovative claims processing system allows us to work more efficiently and collaborate easily. And auto-adjudication for new types of claims like orthodontics, is improving the overall claims experience, making it faster.

### What we're seeing:



With our new system, we can now process claims much faster and without delay.



Plan members submit **98% of all claims digitally**, meaning they're getting paid faster than ever before.

35%



A **35% decrease** in orthodontic plan member claim inquiries to the Client Care Centre.

## Decreasing claim resubmissions: paramedical duration

Plan members want a consistent experience when submitting claims through different channels i.e., **mysunife.ca**, the **my Sun Life mobile app**, or by mail.

### How we're helping:

We added a new duration field to the **my Sun Life mobile app**. Plan members can now submit paramedical claims for different durations. This update creates a consistent user experience and reduction in claims re-submissions for plan members.

### What we're seeing:



An average of **11,000 claims** are auto-adjudicated weekly when plan members select a duration other than 60 minutes on the mobile app.



Overall, **20% reduction** in claim re-submission on paramedical duration.



**93% of plan members** say claims payments met their need on the first submission.

## Increasing digital claim submissions: Provider eClaims

Plan members want the claims submission process experience to be faster and easier. They also want their health-care providers to offer digital claims submission, so they aren't out of pocket after receiving a service.

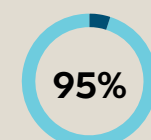
### How we're helping:

We're improving our Provider eClaims platform to make it faster and easier for providers. In March 2023, we enhanced the tool to speed up the claim submission process. We did this by adding a patient search feature that locates plan members and automatically populates their details when submitting a claim.

### What we're seeing:



**23% year-over-year increase** in Provider eClaims submitted since the enhancement.



**95% of Provider eClaims are processed** in a quick and efficient manner by auto-adjudication.



These providers can now submit claims on behalf of plan members using the provider portal:

- Massage therapists
- Chiropractors
- Physiotherapists
- Acupuncturists
- Naturopaths
- Optometrists
- Vision care suppliers

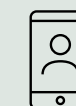
## Exciting improvements - looking ahead!

Continuous improvement is critical to ensure your evolving needs are met. Here's a few exciting new upcoming changes you can expect this year.



### Drug Exception Explanation of Benefits

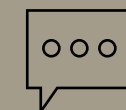
We'll notify plan members through digital channels about the decision of their drug exception request. This will reduce plan member wait time.



### Web and mobile enhancements

We're enhancing Lumino Provider Search for plan members. By integrating Lumino Health with the **my Sun Life mobile app**, plan members will be able to search for providers directly through the app.

We're revamping the claims flow process on the mobile app to enhance the overall claims submission experience.



## Questions?

For more information, please contact your Group Benefits Representative.



Life's brighter under the sun

Group Benefits are provided by Sun Life Assurance Company of Canada, a member of the Sun Life group of companies. OP-9960 09-23 ri-cc