

ACCIDENT INSURANCE

Your Accident benefits

How to submit a claim



How do I submit an Accident claim?

In order to submit your request for benefits, you must complete all required claims forms in order for your claim to be considered for Sun Life's approval. You can find the required forms and submit them to Sun Life by following these steps:

1. **Visit** www.sunlife.com/findaform.
2. **Select** Accident from the drop-down menu.
3. **Complete and print** the Accident form, including Authorizations and Attending Physician Statement. We also have the capability to accept an Explanation of Benefits or an Emergency Room Report, if the information provided suffices.
4. **Ensure** that your paperwork is complete. It is your responsibility to make sure that the forms are accurate and submitted to Sun Life in order for us to evaluate your claim request.
5. **Email, fax or mail** all completed forms to Sun Life at:

Email: SLFWorksiteclaims@disabilityrms.com

Fax: 866-376-9480

Mail: Sun Life
300 Southborough Drive
Suite 200
South Portland, ME 04106-6914

What happens next?

Once we receive your completed claims information, a claims professional will evaluate your Accident claim. During the evaluation process, we may request additional information from your treatment providers and may also contact your employer for confirmation of your enrollment for this coverage.

To check the status of your claim, contact Supplemental Health Claims at 877-820-5306.

All inquiries or follow-up questions can be directed to Supplemental Health Claims at 877-820-5306, Monday through Friday, from 8 a.m. to 5 p.m. ET.

This is a limited benefit policy. It does NOT provide basic hospital, basic medical, or major medical insurance. The certificate has exclusions, limitations, and waiting periods for certain conditions that may affect any benefits payable. Benefits payable are subject to all terms and conditions of the certificate. The policy and certificate, if applicable, may not be available in all states and may vary based on state laws and regulations.

Group accident insurance policies are underwritten by Sun Life Assurance Company of Canada (Wellesley Hills, MA) in all states, except New York, under Policy Form Series 16-AC-C-01, 16-ACPort-C-01, 15-GP-01, 12-GP-01, 12-AC-C-01, 12-GPPort-01 and 12-ACPort-C-01. Product offerings may not be available in all states and may vary depending on state laws and regulations. Not available for use in New York.

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