



GEB Network Partner: Sun Life  
**CANADA**

SunLife Financial, founded over 150 years ago, has been an industry leader and trusted provider for generations, offering group benefits, group retirement services, and individual insurance and wealth management in Canada.

SunLife is a strong, well-capitalised company with solid financial ratings (S&P AA- positive rating; Moody's Aa3 stable outlook; AM Best A+ superior).

SunLife is represented by more than 4,000 advisors in over 1,200 communities across the country, insuring millions of lives and thousands of companies in Canada and around the world.

## MEDICAL PLAN MANAGEMENT

Key plan management capabilities include:

- Comprehensive individual and group benefits including coverage for Health, Life, Disability, Travel, Long Term Care and Critical Illness;
- Medical plans may be customised to include member cost-share components such as co-insurance, deductibles, out of pocket maximum limits, and/or co-payments;
- National provider network for the direct submission of drug, paramedical and vision care claims;
- Industry-leading mobile app for submission of Health, Dental and Disability claims;
- Online member portal for self-service access to e.forms, benefit details, claims submission and tracking, reimbursement status, e.medical cards and provider search tools;

- Member service centre providing assistance with benefit questions and payment arrangements from 8am-7pm;
- Pharmacy Benefits Management Programme, providing expert evaluation of drug effectiveness, multi-tiered reimbursement, price negotiation with manufacturers;
- Access to provider search and decision support information through the Lumino Health website ([luminohhealth.ca](http://luminohhealth.ca)).

# Lumino Health

An innovation from  Sun Life

The Lumino site provides a free digital resource offering members instant access to information on:

- more than 150,000 healthcare providers;
- discounts on new products;
- self-service healthapps for access to: virtual doctors' appointments via video/phone; pain management self-tracking and clinical coordination; information and scheduling for home healthcare services;
- ratings and reviews;
- advice from experts on a variety of wellness topics.

The Lumino Health site helps members make better, more informed decisions about the providers, products and services they use.

## HEALTH & WELLBEING

In addition to comprehensive employee benefit plans, SunLife also offers clients access to a range of health and wellbeing programmes designed to help members *Stay healthy, Return to health after sickness or injury, and Manage chronic illness*:

### ***Stay healthy***

Sun Life offers a variety of wellness services at no additional cost. These services are available through the Wellness Centre on the secure mySunLife.ca member website and the mySunLifeMobile app for members.

Wellness Centre services include:

- health risk assessment;
- personalised health content;
- drug look-up tool;
- health resource libraries;
- provincial health information.

### ***Return to health***

Second Medical Opinion service through Best Doctors, providing diagnostic feedback and possible treatment alternatives for complex cases.

### ***Manage Chronic Illness***

Online tools and calculators designed to support healthy lifestyle changes: diabetes assessment/prevention, healthy aging, cancer prevention.

