

## CRITICAL ILLNESS

# Your Critical Illness benefits

## How to submit a claim

### How do I submit a Critical Illness claim?

You can submit your request for Critical Illness benefits online, or by email, fax or mail. You must complete all required claims forms in order for your claim to be considered for Sun Life's approval. For email, fax or mail submissions, these forms are located on the myMGM site. To submit your claim online, register and log into your Sun Life account.

**Visit:** the myMGM site and click under the Sun Life benefits section to be directed to the forms and Sun Life account login for online submissions.

**When submitting a claim online,** simply login to your Sun Life account and click, "Submit a claim." You will be guided through the submission process.

**For email, fax and mail submissions,** complete and print the Critical Illness form, including the authorizations and Attending Physician Statement. (In addition to these forms, you may also include supporting medical documentation such as the Explanation of Benefits or Emergency Room Report).

Send all completed forms to Sun Life at:

**Email:** [SLFWorksiteclaims@yourbenefitexpert.com](mailto:SLFWorksiteclaims@yourbenefitexpert.com)

**Fax:** 866-376-9480

**Mail:** Sun Life FullScopeRMS  
P.O. Box 9757  
Portland, ME 04101-9757

### What happens next?

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

To check the status of your claim or for any questions, please call Sun Life at 866-747-0370. Assistance is available Monday through Friday, from 8 a.m. to 5 p.m. EST.

### How do I submit a Preventive Screening Benefit claim?

You can submit a claim online through your Sun Life account, or by calling 866-747-0370 and providing:

- Name
- Date of Birth
- Social Security Number
- Date of exam
- Type of exam

No paperwork required.



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 critical illness insurance policies are underwritten by Sun Life Assurance Company of Canada (Wellesley Hills, MA) in all states, except New York, under Policy Form Series 15-GP-01, 16-SD-C-01, 16-SDPort-C-01, 12-GP-01, 13-SD-C-01, and 13-SDPort-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. In Connecticut, Critical Illness is referred to as "Specified Disease."

© 2023 Sun Life Assurance Company of Canada, Wellesley Hills, MA 02481. All rights reserved. The Sun Life name and logo are registered trademarks of Sun Life Assurance Company of Canada. Visit us at [www.sunlife.com/us](http://www.sunlife.com/us).

GCIHO-5377-MGM-e (06/23)