

# Your Hospital Indemnity benefits – How to submit a claim

## How do I submit a Hospital Indemnity claim?

You can submit your request for 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.

**Access our claim forms** by visiting the MyMGM employee portal. 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 Hospital Indemnity form, including the authorizations. Also include a copy of the itemized hospital bill (form UB-04) from your medical provider and/or other supporting documentation for the claim.

**For email, fax and mail submissions, 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.