

Sun Life validates information to ensure we're paying claims correctly.

# Why we're contacting you

We're contacting you to verify claims we've received for your services or supplies. We selected this <u>claim</u> as part of our quality review program. That's why we're asking you to validate the service dates and amounts. If you're not able to validate the information, we may delay or decline payment.

### How this protects you

We want to ensure no one uses your credentials inappropriately for services or supplies you didn't provide. Our quality review process ensures we're only paying for valid claims.

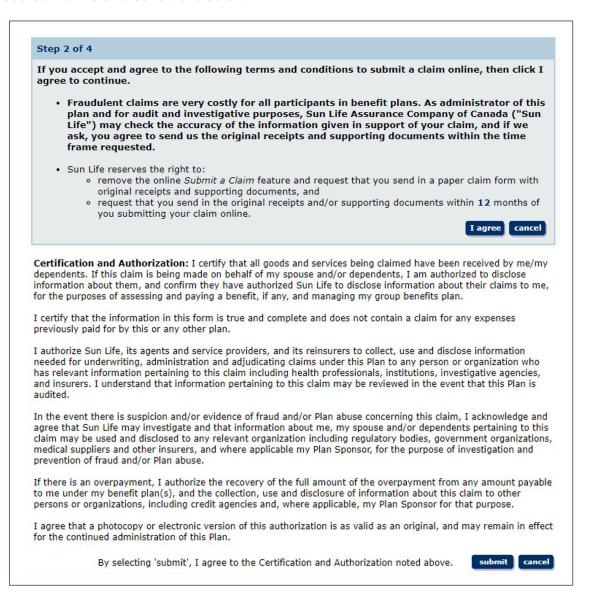
#### If we can't validate this claim

Failure to cooperate with our requests will result in Sun Life no longer processing claims for services or supplies provided by you or your facility. We will also remove your profile from the Provider Search on Lumino and your e-claims access, if applicable.



### You're authorized to provide this information

Sun Life's Privacy Policy sets high standards for collecting, using, disclosing and storing personal information. Every time a plan member submits a claim to Sun Life, they authorize us to collect, use and disclose claims information for auditing purposes. This includes claims for their dependents. Please see our Terms and Conditions below.



Thank you for helping us make sure our claims are accurate when we contact you.

# Report suspicious activities

If you're suspicious of any group benefits activity by Clients or other providers, please call us at **1-888-882-2221**. Or you can email us at **clues@sunlife.com**.

# Life's brighter under the sun

