

IMPORTANT: Delisted provider UNDERSTANDING my coverage

December 11, 2014

Healthcare service provider delisting

After careful review and consideration, Sun Life may decide to delist a provider. This means that we will no longer process claims for services or supplies from certain healthcare service providers, clinics, facilities or medical suppliers (called “provider” below). These providers are placed on a Sun Life “delisted provider” list.

Details about a delisted provider are set out below. After the effective date, also referred to below, we will not process claims for services or supplies obtained from the named provider.

Many different circumstances could give rise to a decision to delist. Generally, we take this step as a result of the provider’s administrative practices.

Delisted service provider details

Effective immediately, Sun Life will not pay for claims for services or supplies provided by:

- Adrienne Na, Naturopath, Registration #2100, ON
- Amir Kazemi, Osteopath, Registration #07129, ON
- Ananda Sankarakuttalam, Physiotherapist, Registration #15513, ON
- Mehdi Lotfi, Physiotherapist, Registration #13867, ON
- Reza Babaloui, Chiropractor, Registration #4959, ON
- September Herniman, Massage Therapist, Registration #18846, AB
- Active Channel Health & Wellness Centre Inc - 220-9040 Leslie Street, Richmond Hill, ON L4B 3M4
- Arc Wellness - 110-3603 Hwy 7 East, Markham, ON L3R 8W3
- Green Channel Health & Wellness Centre Inc - 8364 Woodbine Avenue, Markham, ON L3R 2N8
- Physio Fact - 129 Church Street, Richmond Hill, ON L4C 1G9
- Physio Plus Health Care - 2070-10376 Yonge Street, Richmond Hill, ON L4C 3B8

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- Regenesis Massage Therapy - 8118 100 Street, Edmonton, AB T6E 1W7
- Santé Walk In Clinic - 2115-8339 Kennedy Road, Markham, ON L3R 0P5
- Seppie's Beauty Consulting Ltd – 9215-151 Street, Edmonton, AB T5R 1J8

To see a list of the delisted providers, please go to mysunlife.ca and select the delisted providers message. We encourage you to check the list periodically so that you don't unknowingly use a delisted provider, which would result in your claim being declined.

Why delisting a provider is necessary

It's important that only eligible claims are processed and paid. It allows us to better protect you, your employer and your group benefits plan.

Questions?

Please contact the Customer Care Centre at 1-800-361-6212, Monday to Friday, 8 a.m. to 8 p.m. ET.