

## HOSPITAL INDEMNITY INSURANCE

# Your Hospital Indemnity benefits

## How to submit a claim

### How do I submit a Hospital Indemnity claim?

We have multiple ways for you to submit your claim:

1. Online at [www.sunlife.com/account](http://www.sunlife.com/account)

- Log in to your Sun Life account or create one
- Select 'submit a claim' and follow the steps
- You will receive an email confirmation after you submit your claim. If you don't see it in your inbox, please check your spam folder.

2. Via email, fax or mail

- Visit [www.sunlife.com/findaform](http://www.sunlife.com/findaform)
- Choose 'Hospital Indemnity'
- 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.
- Send in the form

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

**Fax:** 866-376-9480

**Mail:** FullscopeRMS  
P.O. Box 9757  
Portland, ME 04101

### What happens next?

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

To check the status of your claim, contact Supplemental Health Claims at 877-820-5306.

All inquiries or follow-up questions can be directed to Supplemental Health Claims at 877-820-5306, Monday through Friday, from 8 a.m. to 5 p.m. ET.

This is a limited benefit policy. It does NOT provide basic hospital, basic medical, or major medical insurance. It is not a Medicare Supplement policy. The certificate has exclusions, limitations, and benefit 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, certificate and any rider, if applicable, may not be available in all states and may vary based on state laws and regulations. This product is inappropriate for individuals who are eligible for Medicaid coverage.

Group Hospital Indemnity Insurance is underwritten by Sun Life Assurance Company of Canada (Wellesley Hills, MA) under Policy Form Series 15-GP-01, 20-HI-C-01, 12-GPPort-P-01, 20-HIPORT-C-01 in certain states. Not available for use in New York.

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