When to Contact your University UHIP Plan Administrator

✓ Eligibility questions
✓ Enrolling your dependents
✓ Changing your coverage
✓ UHIP premium questions
✓ Applying for a refund of premiums
✓ To update your name, date of birth, email or address
✓ Confirmation of UHIP coverage letter

Questions?
To find contact information for your University click on the link below for more details:
http://uhip.ca/contact-us.aspx

When to Contact Sun Life Financial

✓ Information about what is covered under UHIP
✓ How to submit a claim
✓ Information about your UHIP claim
✓ If you need help with registering for mysunlife.ca
✓ If you are having trouble accessing mysunlife.ca
✓ How to print your coverage card on mysunlife.ca

Questions?
When contacting Sun Life Financial, you will be asked to confirm your UHIP member ID.

Call us: Toll-Free 1-866-500-8447
Monday - Friday 8:00am - 8:00pm (ET)

Visit: www.mysunlife.ca

Have you been admitted to a hospital?

You are required to contact Sun Life Financial within 48 hours by email at case.mgmt@sunlife.com.

Require a pre-determination of medical services?

Please email Sun Life Financial at case.mgmt@sunlife.com.

Looking for a Clinic, Doctor or Hospital that accepts UHIP?

Find a preferred provider network (https://www.sunlife.ca/studenthealth/uhip).
You need to show your UHIP coverage card & bring a UHIP claim form at each visit.
In case of emergency, please call 911 and/or go to the nearest hospital.

Do you have an Alternate Insurance Plan & want to Apply for an Exemption from UHIP?

Access this link to learn if you are eligible to apply for an exemption from UHIP http://uhip.ca/Enrollment/Index#toc10

Sun Life Assurance Company of Canada is the insurer and a member of the Sun Life Financial Group of Companies.