

November 14<sup>th</sup>, 2022

## Retired Workers' Chapter Ontario Power Generation (OPG) Members Extended Health Benefits Issue

Health Service Providers - OPG (Sun Life)

### REMINDER – CHECK BEFORE YOU INCUR A SIGNIFICANT BENEFITS EXPENSE

This is a reminder that Sun Life, which administers the OPG benefits plan for PWU members and retirees, is denying claims for products or services provided by “delisted suppliers”.

We first raised this issue in a bulletin to our members in March of 2020. Since then, there have been occasions where members have used one of the delisted providers and have had their claims denied.

Retirees are urged to check with Sun Life before they purchase a product or service that they believe is covered by the OPG benefits plan to ensure that Sun Life will not deny their claim. If the provider is on the delisted supplier list for the proposed product or service, Sun Life will deny the claim.

Retirees can contact Sun Life as follows:

**Phone number: 1-800-361-6212**

**MONDAY-FRIDAY: 8:00 AM – 8:00 PM ET**

A list of the “delisted suppliers” may be found on the Sunlife website by logging into your [mysunlife.ca](https://mysunlife.ca) account.

### Service provider list update

We've updated our delisted providers list. Effective immediately, your plan members will no longer be reimbursed for any claims or services from these providers. To view the delisted providers, please sign in to [mysunlife.ca](https://mysunlife.ca) and follow these steps:

- Go to the **Benefits centre** within the Benefits section (bottom right-hand corner).
- Go to **Take me to** on the right.
- Click on the link titled **Delisted providers list** to open the PDF file in a new screen.
- Scroll through the list to search for delisted providers.

You can also search for specific providers by pressing Ctrl+F on a PC or Command+F on a Mac, and type the name of a provider.

**Peter Kelly**

President

Retired Workers' Chapter