

How to Submit an Out-of-Network Dental Claim to Sun Life

Visited an Out-of-Network Dentist?

Follow these simple steps to submit your dental claim for reimbursement through Sun Life.

Step 1: Gather Required Documentation

Before leaving your dentist's office, request an **ADA Claim Form** or a detailed itemized receipt that includes:

- ✓ Dentist's **Tax ID Number (TIN)**
- ✓ Dentist's **NPI Number**
- ✓ All applicable **CDT Procedure Codes**
- ✓ Tooth number(s) and tooth surface(s) treated
- ✓ Proof that the bill was **paid in full**

 **Tip:** Having all required information upfront can help prevent claim delays.

Step 2: Submit Your Claim

Choose the submission method that's most convenient for you.

Option A: Online Submission (Fastest)

 Log in to your **Sun Life Member Portal**

- ✓ Complete the online claim form
- ✓ Upload your ADA claim form or itemized receipt
- ✓ Submit electronically for faster processing

Recommended for quickest reimbursement.

Option B: Mail a Paper Claim

 Download and complete a Sun Life dental claim form.

Attach:

- ADA Claim Form or itemized receipt

- Proof of payment

Mail your claim to:

Sun Life Dental Claims

PO Box 311

Milwaukee, WI 53201

 Claim Submission Checklist

Before submitting, confirm you have:

- ☐ ADA Claim Form or detailed receipt
 - ☐ TIN and NPI Numbers
 - ☐ CDT Procedure Codes
 - ☐ Tooth information listed
 - ☐ Proof of payment attached
 - ☐ Completed claim form (if mailing)
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Need Help?

Visit your **Sun Life Member Portal** or contact **Sun Life Customer Service** for assistance with claim submission and status updates. -

<https://www.sunlife.com/us/en/about/support/> / 1-800-786-5433

Submitting complete documentation the first time helps ensure faster claim processing and reimbursement.