

A message from Sun Life Dental

Sun Life recognizes the widespread impacts the COVID-19 pandemic has had on our dentists, hygienists, members, clients, and business partners.

During this time, we have focused on helping our members keep their dental coverage—through continuation—or restore their coverage when they resume working, through our modified rehire and reinstatement provisions. We have also taken a number of steps to help our members access the care and treatment they need during this difficult time.

Sun Life Dental:

- ✓ has provided members with help accessing providers offering tele-dentistry consultations when regular dentists were unable to see them,
- ✓ has relaxed frequency restrictions in plans so that members can get their plan's second prophy/regular cleaning in 2020, even when not six months apart (treatments must be at least 5 months apart),
- ✓ has allowed benefit payments for temporary services while state orders prevented providers from performing permanent services,
- ✓ has provided Clients a credit for dental premium collected while many dental offices were temporarily unable to provide non-emergent treatments, and
- ✓ will pay in-network dentists \$10 per member per visit for Personal Protection Equipment¹ (PPE) for covered dental services provided to Sun Life members with dates of service between October 1 and December 31, 2020. D1999 must be submitted with the claim.

We will continue to monitor COVID-19 related access to dental care and the PPE needed to treat our members safely. As necessary, we may choose to extend elements of our COVID-19 response.

Please visit our dedicated site, www.sunlife.com/coronavirus, for more general information around our COVID-19 response and how we are working to help those we serve.

1. PPE payment will be available for fully insured Sun Life PPO dental plans only. PPE payment is subject to regulatory review, may vary by state, and may not be available in all states. Exclusions and limitations may apply.

Dental products are underwritten or administered by Sun Life Assurance Company of Canada or Sun Life and Health Insurance Company (U.S.) in New York.

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