

# Focus UPDATE

Important Group Benefits news

# 112 – April 2007

## Introducing our new electronic Health Statement

Health Statements for benefits that require proof of good health can now be easily completed, signed and submitted — entirely online. Our innovative electronic Health Statement is flexible, convenient, quicker and more accurate than completing a paper form.

Depending on your needs and preferences, either the plan sponsor or the plan member can initiate the statement. If you initiate the statement, it's easy to coordinate with members, regardless of their location.

While the member is filling out the statement, automated system checks and edits ensure that all required information is completed. This helps ensure accuracy and avoid unnecessary re-work, so it can save time for both plan administrators and members.

### Protecting privacy

Our electronic Health Statement uses the same strong security technology applied to the rest of our websites, to help ensure the integrity and confidentiality of the personal information your members submit.

### Communicating with members

We're providing communications with this Focus Update to promote and support plan members who use the service. There are two versions of the communication, depending on whether you or the member is initiating the statement. Plan members can complete the statement anytime and anywhere they have access to the Internet and a printer.

### Try the demo

Test-drive the statement. Just visit [www.sunlife.ca/web/ehs/online\\_demo](http://www.sunlife.ca/web/ehs/online_demo) to experience the most convenient and quickest way to submit health statements in a protected environment.

### How to access and use the electronic Health Statement

You don't need to have access to our Plan Sponsor Services or Plan Member Services websites to access the electronic Health Statement. All you need is access to the Internet. Go to [Electronic Health Statement](#) to start a statement.

For details, see *Using the electronic Health Statement* (attached).

Note: Use of the online Health Statement is optional. It does not replace the paper form.

**Questions?**

If you have any questions about this service, contact your Sun Life Financial group representative.

## Using the electronic Health Statement

Plan sponsors or plan members can initiate the Health Statement.

- The benefits administrator can complete the basic plan and member information online and save the statement, which is automatically password-protected. The member then completes the rest of the statement and submits it.
- Alternatively, the member can complete the statement from beginning to end and submit it — whichever process you prefer.

### Sponsor-initiated Health Statements

Go to [Electronic Health Statement](#) or [Déclaration d'état de santé électronique](#).

1. Start the statement in the member's designated language (English or French).
2. Select **start a new Electronic Health Statement**.
3. Complete the Administration information section then select **Save**.

At this point you can sign out or start a new statement for another member.

4. Give the member the details that are displayed on the Web page after you save the information, together with the appropriate instructions (see the member communication):
  - Member URL
  - Access ID
  - Password

#### Tip

You can copy this information from the Web page and paste it as text directly into an e-mail to the member.

5. When the member accesses the URL and signs in, they will be prompted to:
  - authenticate their identity by entering their date of birth, and
  - change the temporary password to one they choose, to protect their personal information.
6. The member completes and submits the statement. Members can also save a partially completed statement and return to it later.

### Member-initiated Health Statements

1. Give the member the appropriate member communication and the group plan, benefit amounts and administration details needed in the Administration information section.
2. The member accesses [Electronic Health Statement](#) or [Déclaration d'état de santé électronique](#) and selects **start a new Electronic Health Statement**.

3. They complete and submit their statement. They can save a partially completed statement and return to it later.

### **Need help?**

If you have questions about creating the electronic Health Statement, select **Contact us** in the top right corner of the website.