



Submitting Family Building Claims Digitally

A step-by-step guide

Member website - English



Step 1

▼ Benefits

Looking for a health-care provider in Canada?

Quickly search for top-rated dentists, massage therapists, mental health professionals, physiotherapists and more near you.

Find a health-care provider that's right for you.

☒ Browse by specialty ☐ Search by name

Near:

Select a specialty:

My favourites (0)

Select benefit plan

Medical/Dental/PSA

Submit a claim

Coverage information

Lumino Resources & Offers

Lumino Health Centre

Completed claims

No claims have been completed in the last 90 days.

Benefits centre

Drug lookup

Coverage card

Step 2

Sun Life

Home Coverage Lumino Provider Search **Claims** Lumino Health Centre Changing employer FAQs Help Contact us Profile Sign out

Chat live now Print

Quick view

Member ID:
Medical:
Dental:
PSA:

Claims and coverage

No recent claim payments.

Health Spending Account balance:

01 Jun 2020 - 31 May 2021	\$1,000.00
01 Jun 2019 - 31 May 2020	\$0.00
Total remaining HSA Balance as of:	29 Oct 2020 \$1,000.00

Personal Spending Account balance:

01 Apr 2020 - 31 May 2021	\$1,000.00
Total remaining PSA Balance as of:	29 Oct 2020 \$1,000.00

Need glasses/lenses?: 29 Oct 2020 \$300.00

Next dental exam: 29 Oct 2020

Wellness resources

[Lumino Health Centre](#)

[Lumino Provider Search](#)

Guides and Information

[Plan member communications](#)

[Resource centre](#)

[Provincial Health Plans](#)

Take me to

[Submit a claim](#)

[Lumino Provider Search](#)

[Delisted providers list](#)

[Direct deposit and online claim statements](#)

[Coordination of benefits](#)

[Print drug card](#)

[Print travel card](#)


[Travel benefit](#)

[Changing employer](#)

GBM-E0001

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Step 3



Help | Contact us | Profile | [Sign out](#)

[Home](#) | [Coverage](#) | [Lumino Provider Search](#) | [Claims](#) | [Lumino Health Centre](#) | [Changing employer](#) | [FAQs](#) | [Print](#)

Submit documents

Document type

Please choose the type of document you'd like to submit.

Choose a document type:


- ☐ **New claims**
A new medical or dental claim. You may not need to submit a document for your claim.
- ☐ **Recent claims**
Submit documents for a recent completed claim.
- ☐ **Estimates**
You can use estimates to verify your coverage for an expense.
- ☐ **Drug forms**
Request coverage for a prescribed drug with a drug exception form.
- ☒ **Client Care Centre requests**
Submit a document requested by the Client Care Centre, such as power of attorney or consent forms.

[Continue](#) [Cancel](#)

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Step 4



Help | Contact us | Profile | [Sign out](#)

[Home](#) | [Coverage](#) | [Lumino Provider Search](#) | [Claims](#) | [Lumino Health Centre](#) | [Changing employer](#) | [FAQs](#) | [Chat live now](#) | [Print](#)

Submit a Client Care Centre request

Submit documents

Step 1 of 4

Choose a document type:

- ☒ **Medical**
- ☐ Vision
- ☐ Dental
- ☐ Health Spending Account (H.S.A.)

[Previous](#) [Continue](#) [Cancel](#)

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Step 5

Sun Life

Home Coverage Sun Life Provider Search Claims Sun Life Health Centre Changing employer FAQs Chat live now Print

Submit a Client Care Centre request

Document or Client Care Centre number

Step 2 of 4

Please only submit documents that have been requested by the Client Care Centre at Sun Life.

If the Client Care Centre gave you a reference number, such as any of the following, please enter it now.

- Claim number
- Reference number
- Control number
- Claim package number

Number

Previous Continue Cancel

GEM-E1221

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For Adoption
enrolment use:
FBPADOPTION

For Surrogacy
enrolment use:
FBPENROLMENT

Step 6

Sun Life

Home Coverage Sun Life Provider Search Claims Sun Life Health Centre Changing employer FAQs Chat live now Print

Submit a Client Care Centre request

Submit documents

Step 3 of 4

Please only submit documents requested by Sun Life.
You can submit up to 10 documents.

- FBPSURROGACY

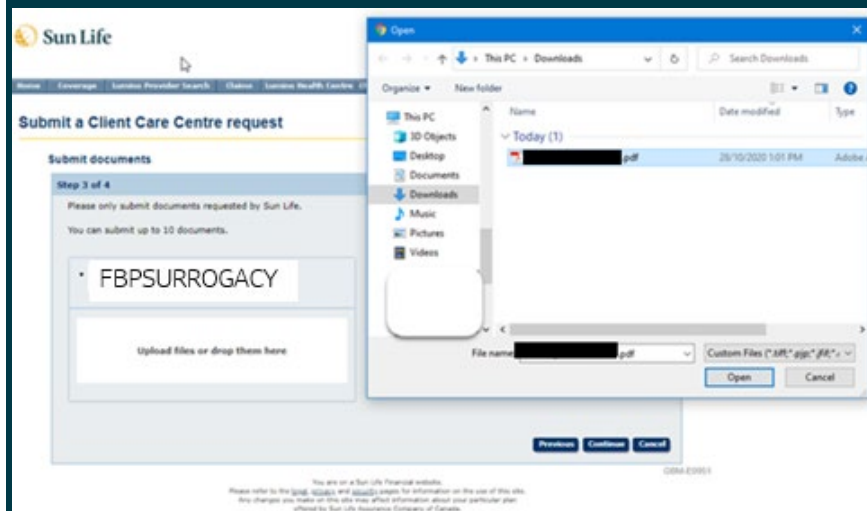
Upload files or drop them here

Previous Continue Cancel

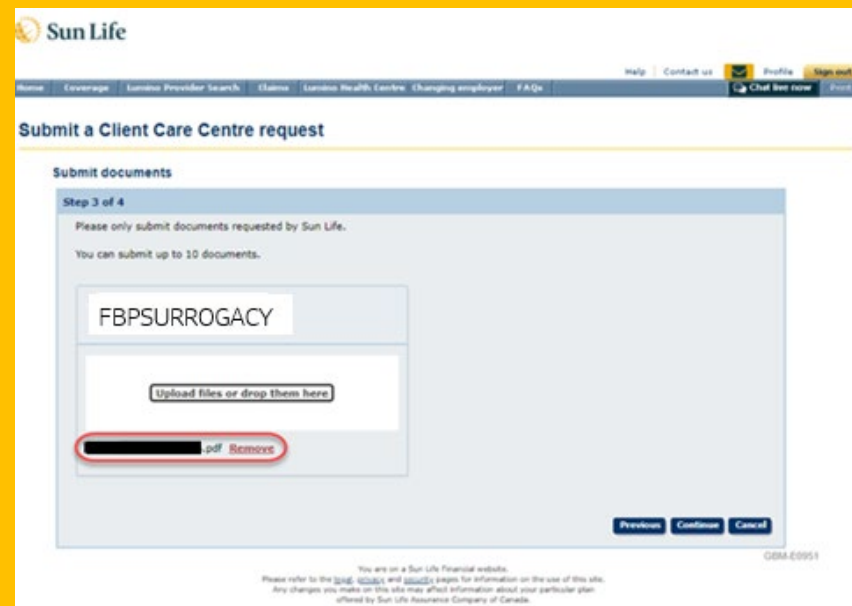
GEM-E0951

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Step 7



Step 8



Step 9



HomeCoverageLumino Provider SearchClaimsLumino Health CentreChanging employerFAQsHelpContact usProfileSign outChat live nowPrint

Submit a Client Care Centre request

Terms & conditions

Step 4 of 4

You agree that Sun Life may rely on each document submitted through this process as if it were an original.

You agree to keep the original versions of the documents that have been imaged and submitted through this process. Sun Life may require you to send us the original documents.


By using this feature, you confirm that you have read and agree to our privacy policy.

PreviousI Agree

GBM-E1250

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Step 10



HomeCoverageLumino Provider SearchClaimsLumino Health CentreChanging employerFAQsHelpContact usProfileSign outChat live nowPrint

Submit a Client Care Centre request

Confirmation

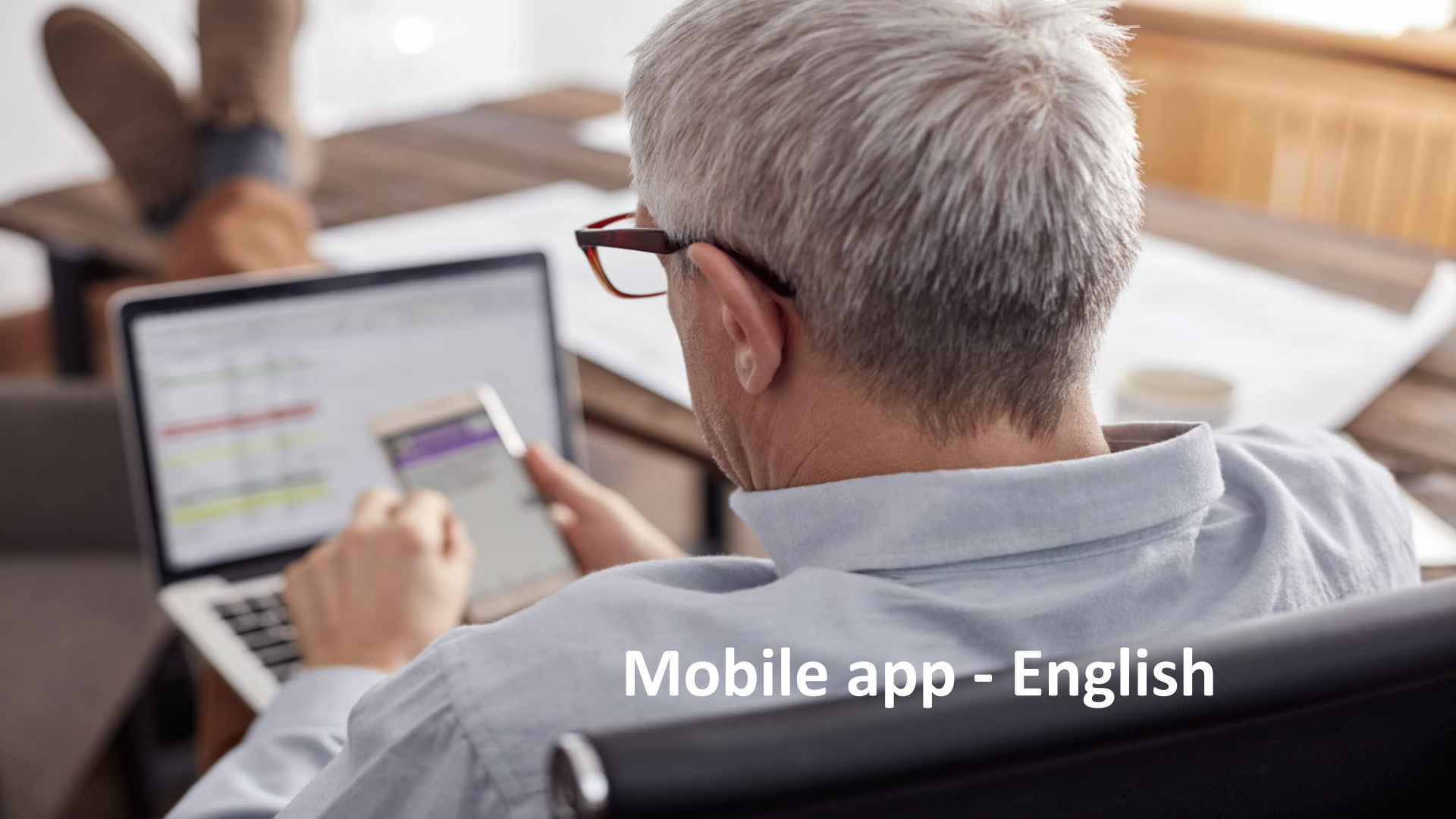
We've received the documents for your claim.

Keep any original documents for at least 12 months-we'll let you know if we need them.

Submit documentsMy claims

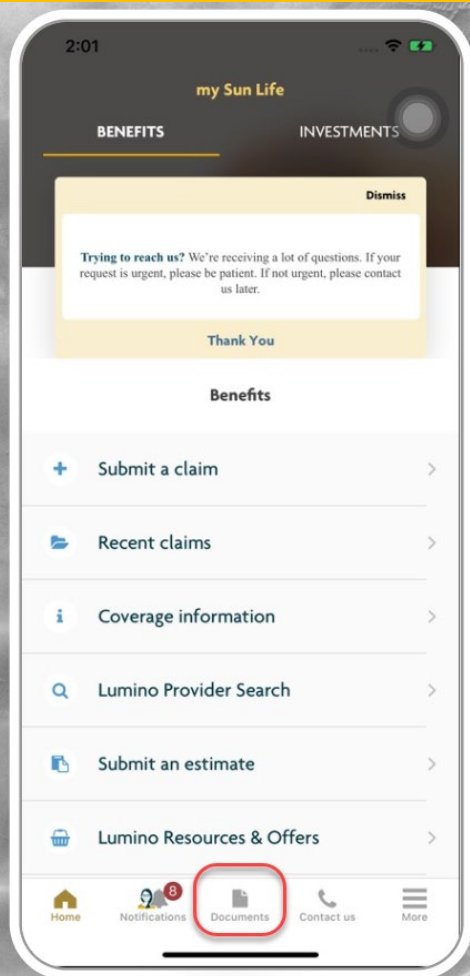
GBM-E1250

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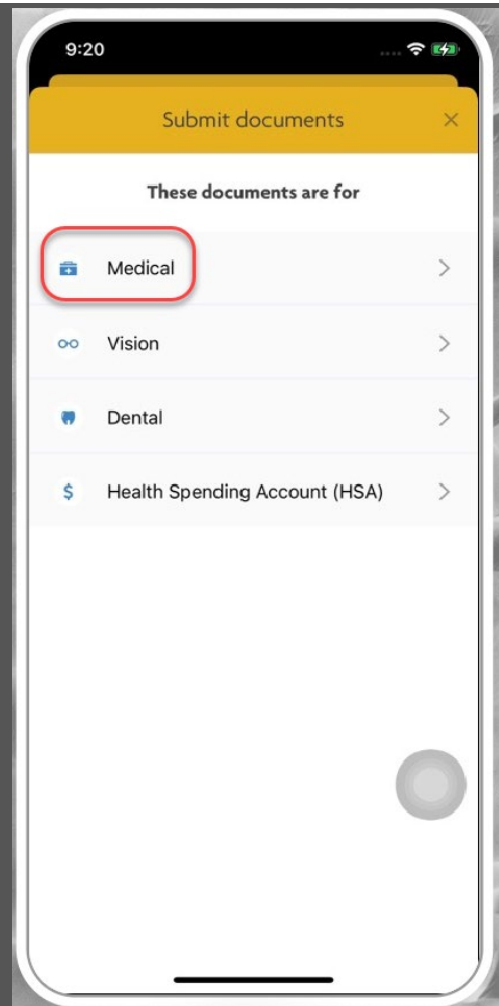


Mobile app - English

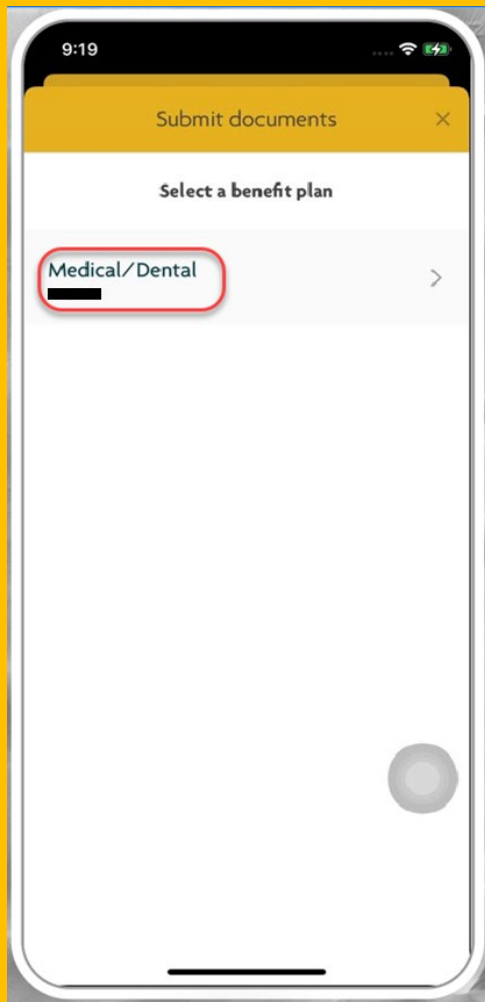
Step 1



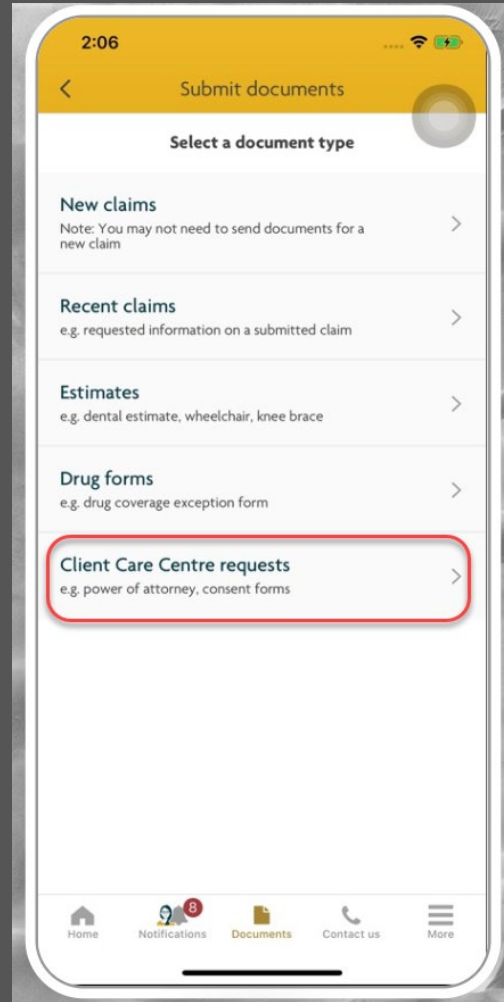
Step 2



Step 3



Step 4



Step 5

2:07

< Submit documents

from document or call centre

Number

Please enter one of the following numbers found on your documentation or given to you by our call centre representative.

- Claim number
- Reference number
- Control number
- Claim package number

Please note:

- There is a 30 photo maximum
- Please submit only documents that have been requested by Sun Life.

Cancel Next

For Adoption
enrolment use:
FBPAADOPTION

Step 6

2:07

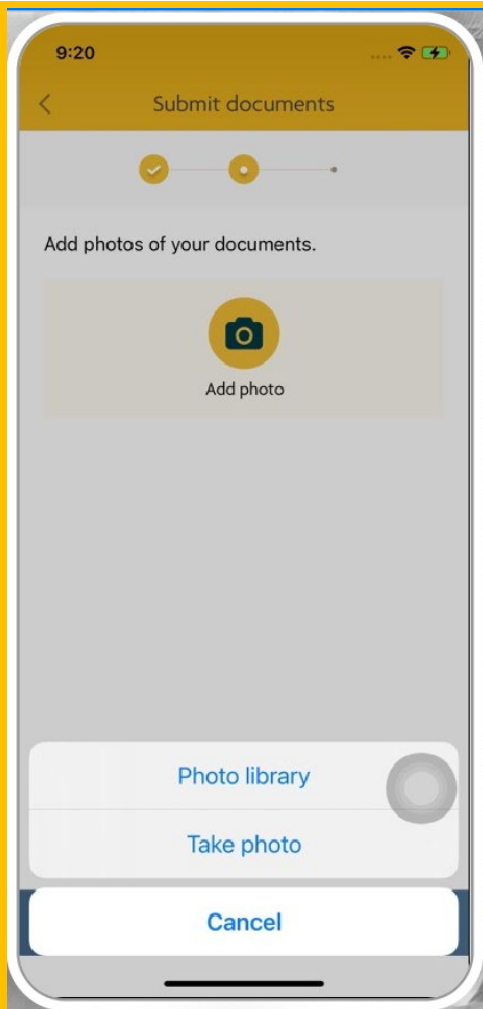
< Submit documents

Add photos of your documents.

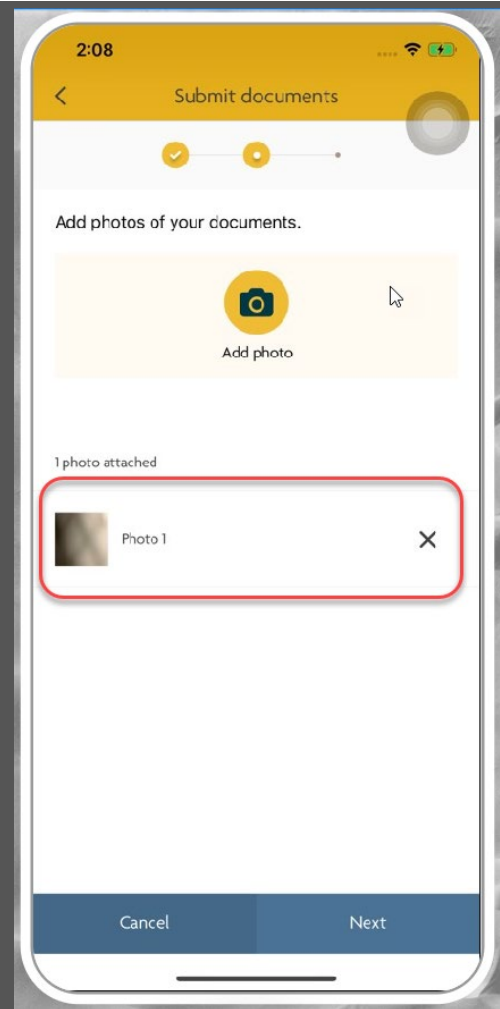
Cancel Next

For Surrogacy
enrolment use:
FBPENROLMENT

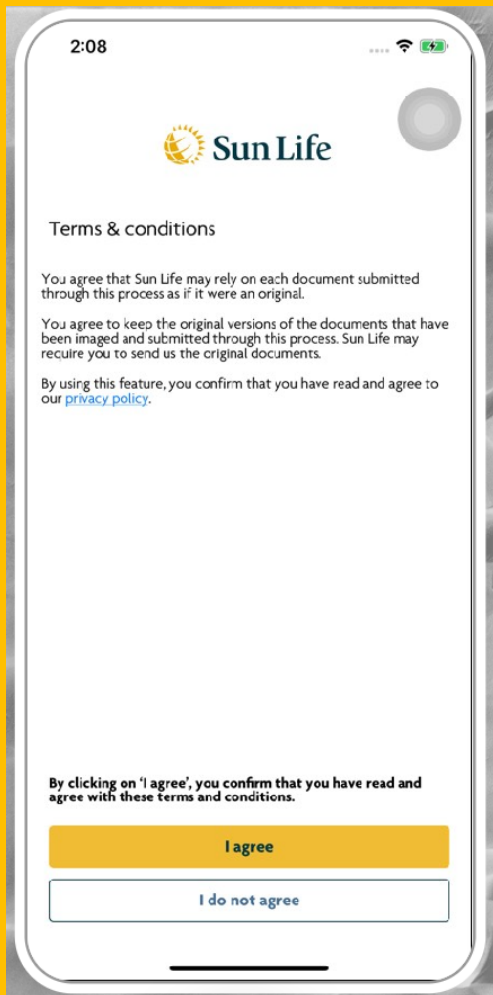
Step 7



Step 8



Step 9



Step 10

