



Procedure for Claims Review

PURPOSE

The purpose of this document is to outline the procedure for reviewing and if applicable, adjusting a claim in situations where an employee submits a claim to Blue Cross and it is reimbursed at a lower level than with the previous provider (Sun Life).

SCOPE

This procedure applies to all Sofina locations, except Auburn.

FREQUENCY & TIMING

This will take effect April 1st, 2015, once employees begin submitting claims to Blue Cross.

PROCEDURE

1. To have the situation reviewed, the employee must submit proof to Medavie Blue Cross through their Payroll representative that Sun Life reimbursed them for the same expense at a higher level and that expense was paid according to the contract (i.e. not a mistake). For proof, the employee can use the explanation of benefits form that Sun Life provided when their claim was reimbursed. If they don't have the form, they can request one by calling Sun Life at 1-800-361-6212, or by going onto the Sun Life website using the ID and password they used before April 1, 2015.
2. Payroll to email our Medavie Blue Cross Senior Service Representative a description of the situation with scanned copies of the employee's proof of previous Sun life claim.
3. If it is determined that Sun Life did pay a greater amount than Blue Cross for the same expense, Medavie Blue Cross will increase its limit and the employee's claim will be adjusted. If it is determined that the expense submitted to Medavie Blue Cross is not the same, the employee will receive an explanation of the difference.
4. Senior Service Representative to advise Payroll and Total Rewards the results of the claim review.

SECTION: Human Resources	EFFECTIVE DATE: April 1, 2015
APPLICABLE TO: Canada	REVISION DATE:
RELATED PROCEDURES:	PAGE: 1 of 1
APPROVALS: Senior Manager, Total Rewards	PROCEDURE NUMBER: TR - 08