

Appeal process and alternate dispute resolution mechanism

A provider may appeal a decision or any claim determination on behalf of the patient by writing to Sun Life. The provider may submit additional information to support the appeal. The provider may request to speak with the dentist who was consulted regarding the decision that is being appealed. All appeals/disputes should be forwarded to Sun Life PO Box 2940 Clinton, IA 52733. The provider may call 800.442.7742 for questions.

After the level of internal appeal is exhausted, the appeal may be eligible for review in the Independent Health Care Appeals Program. The provider will need the consent of the covered person in order to do this appeal.