

Claims Information

Sun Life utilizes the American Dental Association Current Dental Terminology (CDT) procedure codes and descriptions for dental claims. The claim form does not need to be in a specific format but the claim must contain the elements to make a claim determination required by HIPAA. Additional clinical information such as x-rays, periodontal charting or narrative may be applicable to make a claim determination.

Timely claim submissions are defined in the contract as 90 days from date of service. Claim determinations outside of state standards, 30 days for electronic and 40 days for paper , will include interest on the same payment as the claim. The interest is systematically added to the payment and does not need to be requested. Payment timeframes are based on receipt of claim within our office.

Claims or disputes may be submitted either via paper or electronically. Paper claims can be submitted to Sun Life PO Box 2940 Clinton, IA 52733. Electronic claims can be submitted using electronic payer ID 70408. Questions can be directed to 800.442.7742.