

Welcome, Member!

Thank you for choosing Sun Life for your dental coverage. We will work hard to take care of your dental insurance needs.

If you are a new member, you will find the following information in your welcome packet:

- **Member ID cards** – Please check that the effective date listed on the ID card is correct. The effective date is the date your dental coverage begins. Both cards are issued in the subscriber's name and can be used by you and your covered dependents.
- **Contract/policy** – also known as the plan handbook.
- **Member services** – details what is available to you via our member portal.

If you are an existing member, requesting a replacement ID card, you will find:

- **Member ID cards** – Please check that the effective date listed on the ID card is correct. The effective date is the date your dental coverage begins. Both cards are issued in the subscriber's name and can be used by you and your covered dependents.



Log in to the member portal at www.sunlife.com/wvpeia to:

- View your benefits
- View your identification card
- Update your contact information
- Access the latest information on dental health



QR code will provide access to the member portal

These documents are for your records. If you need assistance, have any questions or notice any errors on the enclosed documents, please contact member services at 1-844-583-5036 or TTY 1-844-202-2227, Monday through Friday from 8:00 am until 8:00 pm EST. They will be happy to assist you.

You can verify that your dentist participates in our network or find a new dentist by calling the member services number listed on your card or by going to the "Find a Dentist" tool at www.sunlife.com/sunlifedentalnetwork.

Sun Life is committed to providing you with excellent customer service. We look forward to serving you!



Insurance products are underwritten by Sun Life Assurance Company of Canada (Wellesley Hills, MA).

Group ID Number:
959860

Group Plan Name:
WV PEIA Mountaineer Flexible Benefits

Insured Member Name:

www.sunlife.com/wvpeia

Effective Date: 07/01/2023



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Le damos la bienvenida, afiliado/a

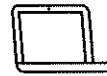
Gracias por elegir Sun Life para su cobertura dental. Trabajaremos con empeño para atender sus necesidades de seguro dental.

Si acaba de afiliarse, encontrará la información siguiente en su paquete de bienvenida.

- **Tarjetas de ID del afiliado:** revise que la fecha de vigencia indicada en la tarjeta de identificación sea correcta. La fecha de vigencia corresponde a la fecha de inicio de su cobertura dental. Ambas tarjetas se emiten a nombre del suscriptor y pueden ser utilizadas por usted y sus dependientes cubiertos.
- **Contrato/póliza:** que también se conoce como manual del plan.
- **Servicios para afiliados:** detalla lo que está a su disposición a través de nuestro portal para afiliados.

Si ya se encuentra afiliado y está solicitando una tarjeta de identificación de reemplazo, encontrará lo siguiente:

- **Tarjetas de ID del afiliado:** revise que la fecha de vigencia indicada en la tarjeta de identificación sea correcta. La fecha de vigencia corresponde a la fecha de inicio de su cobertura dental. Ambas tarjetas se emiten a nombre del suscriptor y pueden ser utilizadas por usted y sus dependientes cubiertos.



Inicie sesión en el portal para afiliados en www.sunlife.com/wvpeia para:

- Ver sus beneficios.
- Ver su tarjeta de identificación.
- Actualizar su información de contacto.
- Acceder a la información más actualizada sobre salud dental.



El código QR proporcionará acceso al portal para afiliados

Estos documentos son para que los guarde en sus registros. Si necesita ayuda, si tiene preguntas o si observa algún error en los documentos adjuntos, comuníquese con el Departamento de servicios para afiliados al teléfono 1-844-583-5036, TTY 1-844-202-2227. El horario de atención es de lunes a viernes, de 8:00 a.m. a 8:00 p.m., EST. Con gusto le atenderán.

Si quiere verificar si su dentista participa en nuestra red, o si desea buscar un dentista nuevo, comuníquese con el Departamento de servicios para afiliados al número indicado en su tarjeta, o vaya www.sunlife.com/sunlifedentalnetwork y use la herramienta "Buscar un dentista".

Sun Life está comprometida a ofrecerle un excelente servicio de atención al cliente. Esperamos con gusto ofrecerle nuestros servicios.

Sun Life Dental Network® (Includes Aetna Dental® Administrators)

To locate a dentist in your area – visit:
www.sunlife.com/sunlifedentalnetwork

Dental Coverage: Benefits are subject to group provisions including deductibles, coinsurance and coordination of benefits. This card is NOT a guarantee of payment. Please call to verify benefits. If services are to exceed \$500, please submit a pre-determination.

Member Services:
1-844-583-5036

For Benefit and Claim information:
Sun Life
PO Box 1618 Milwaukee WI 53201-1618

Provider Services:
1-844-583-5036

Electronic Claims:
Payor ID: 70123

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