

Perspectives

Your latest issue



SPECIAL EDITION: Learn how we're helping Clients during the COVID-19 pandemic – including some ways they can work with us digitally.

Stay up to date with the latest COVID-19 resources and information - [Visit our site](#)

Webinar: NEW updates on COVID-19 economic and employment legislation - [Add to calendar](#)

Recording available: Employment law compliance issues for employers in responding to COVID-19 webinar - [Watch now](#)

Sun Life holding rates for groups with fewer than 500 lives - [Learn more](#)

New digital experience with DocuSign - [Watch video](#)

How can you help your Clients manage employees and keep their business moving forward? - [Learn more](#)

Its now easier for Clients to submit standalone disability claims and check status online

Sun Life expands vision network to include Walmart and Sam's Club

Sun Life's Dental recruiters win for our Clients - [Learn more](#)

Stay up to date with the latest COVID-19 information and resources

We recently launched a [resource page](#) to share information on how Sun Life is helping Clients during the COVID-19 pandemic. Here you can find:

- Information about Sun Life's pandemic preparedness

- Answers to your questions, such as clarification on our STD claims practice, continuation of coverage, grace periods, definition of disability and FMLA
- Updates on employment law changes on the federal and state levels, including the new Coronavirus Aid, Relief, and Economic Security (CARES) Act, federal emergency COVID-19 leave law, Families First Coronavirus Response Act (FFCRA) legal overview, state Coronavirus leave efforts
- Tips on how to work with us electronically – from anytime, anywhere

We're updating this page frequently, so be sure to check in often.

[Visit our site](#)

Webinar: NEW updates on COVID-19 economic and employment legislation

During this pandemic, we are hearing new developments every day. Since our last webinar on March 25, we have more updates to share with you around economic support and compliance updates for employers and COVID-19. Join us on **Tuesday, April 7, 2-3 p.m. ET**, for our [second webinar](#), covering:

- CARES Act
- The 4/1/20 Temporary Rules and additional guidance from the DOL on the FFCRA
- Additional stimulus provisions for larger employers
- Updates on state and local legislative initiatives
- Answers to common questions from our March 25 webinar

[Add to calendar](#)

Webinar recording now available!

Missed or want to rewatch our recent webinar on employment law compliance issues for employers in responding to COVID-19?

[Watch now](#)

Sun Life holding rates for groups with fewer than 500 lives

Here at Sun Life, we want to do our part to assist our small business Clients who may be experiencing business or financial challenges because of the COVID-19 pandemic. For employer-paid and employee-paid group benefits (Life, Long-Term Disability, Short-Term Disability, Dental, Vision, Cancer, Critical Illness and Accident), we will be continuing the inforce rate for 6/1, 7/1 and 8/1 renewals for Clients with fewer than 500 lives.

[Learn more](#)

New digital experience with DocuSign

Sun Life has an exciting new digital experience for brokers and benefit administrators. You will now sign our implementation paperwork using digital signatures with DocuSign. This is for all new cases and current cases adding a new coverage that have under 2,000 lives. Check out this [video](#) to see how easy it will be to sign implementation paperwork now.

[Watch video](#)

How can you help your Clients manage employees and keep their business moving forward?

With the new shift in how organizations need to support their Clients, agencies are looking to technology solutions to equip their Clients with virtual experiences to help them thrive in this new work environment. It's essential to **arm your Clients with digital experiences so they can easily administer and manage their benefits enrollment virtually.**

[Learn more](#) about how Maxwell Health* can help your Clients navigate through the disruption.

*The Maxwell Health platform is only available to Clients with fewer than 1,000 lives.

[Learn more](#)

Its now easier for Clients to submit standalone disability claims and check status online

We've made some recent enhancements that make it easier for our Clients and their employees to submit disability claims and check claim status information online. Our claims form is mobile friendly – so employees can submit claims and view claims status from their smart phones or tablets. Your Clients also are able to submit the employer portion of disability and life claims online.

Watch our videos to learn about the enhancements we recently made:

[Making it easier to submit claims](#)

[Making it easier to check claims status](#)

In other Sun Life news...

Sun Life expands vision network to include Walmart and Sam's Club

Sun Life Vision Clients have more ways to use their Vision plan. Effective April 1, 2020, Clients with Sun Life's retail network as part of their plan – both new and existing – will have Walmart and Sam's Club as in-network options. We are pleased to welcome Walmart and Sam's Club to the network and to provide this new option to our Clients.

Learn more about our [Signature](#) and [Choice](#) Vision plans, or ask your Sun Life representative today.

[Signature Vision Plan](#)

[Choice Vision Plan](#)

Sun Life's Dental recruiters win for our Clients

Many carriers' dental network managers double up on maintenance and recruiting dentists to the network. Sun Life's network managers double down on building strong provider relationships and adding the dentists our members see. Our Network of ONE philosophy embraces the idea that it does not matter how large a dental network is if the right dentists are not in it. See how our Dental Network Optimization Program [scored for a Sun Life Client](#). And, help your Clients understand what it takes to get a program running for them.

[Learn more](#)

Learn how to navigate your Online Advantage account

[Online Advantage account](#)

Help your Clients navigate Sun Life Connect

[Add a user](#) | [Update employee information](#) | [Locate bill online](#) |

[Pay bill online](#) | [Certify Evidence of Insurability](#) | [Submit a Life claim](#) |

[Submit disability claims](#) | [Find Dental ID cards](#)

Note: If your Client is using Online Advantage to administer benefits, these videos do not apply.



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Sun Life
One Sun Life Executive
Park, Wellesley Hills, MA
02481

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