

Practice administrator registration

Ready to register for the new provider portal?

Even if you have an existing account with Sun Life or DentaQuest, you'll have to reregister, but don't worry— it's easy!

Follow the on-screen prompts or follow the instructions below!

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Welcome

Sign in to the provider portal to access member and benefits information.

Sign in

Ready to register?

Create an account on the provider portal where you can access information about plans, claims and more.

Get started

Navigate to the portal login page and click "get started" on the right.

2

Welcome!

Select "Continue" to register if you are the office manager or TIN administrator working directly for one or more dental practices or TINs.

If you work in a dental practice but are not the TIN administrator, select "Cancel" and ask your administrator to create an account for you.

If you work for a third party that contracts to provide services to multiple dental practices, [register here](#). Third party administrators will require TIN administrator approval to complete registration.

Select "Continue" to register if you are the office manager or TIN administrator working directly for one or more dental practices or TINs.

If you work in a dental practice but are not the TIN administrator, select "Cancel" and ask your administrator to create an account for you.

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1 Create account
2 Set up security

Create your account

Create an account to securely access the information related to your practice and patients. We will use your email address for additional security.

First name *

Last name *

Username *

Email address *

Phone number

I agree to [Terms and conditions](#)

Already have an account? [Sign in](#)

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Sun Life | DentaQuest

Welcome to Next Gen Portal!

Hi Gary,

To finish setting up your account, verify your email by clicking on the button below.

Verify your email

Or enter the verification code: 011190
This link expires in 5 minutes

This is an automatically generated message by Ckta. Replies are not monitored or answered.

After you submit this info, you'll receive a verification email.

Don't see anything? Check your spam!

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Please check your email ✕

We have sent an email with a verification code to continue the registration process. If you don't see the email, you may resend or check your spam filter.

Email address

gary@elsbernd.com

Verification code *

Once you find the verification email, click "verify your email" OR enter the verification code, then click "Next," and set up your password.

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User profile

My profile Communication preferences TIN access

TIN access needed

To begin using your account, please request access to a TIN.

New access request

TIN

ZIP code

Great—now you have an account! Next we have to finalize your TIN access.

- First, enter the Tax ID number and zip code associated with your practice
- And click "Request access"

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Verify your TIN access ✕

Do you have your business ID?

Your business ID can be found on your welcome letter or an EOB.

Business ID

- OR -

Get a one-time code

Get a one-time code using the phone number or email address on file for your practice.

One-time code will be sent to:

Phone number, voice - XXX-XXX-0000

Email address on file - XXXXer@gmail.com

The next and last step is to verify your TIN access. There are two ways to do this.

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1. Enter the Business ID and click "Submit".

Find your business ID ✕

Your business ID may have been sent to you in your welcome letter or on an EOB.

Your business ID is the set of characters in your Internal ID, after the underscore ().

NEW Provider Portal coming May 2024!

A tool designed for you, to bring smiles to patients—and your team, too!

The new portal automates previously manual processes and puts everything you need in one place. No more tracking down the right information. You'll be able to submit claims online, get real-time coverage estimates, verify eligibility status and more! You can learn more at [sunlife.com/providerportalresources](#).

To register you will need your Business ID (the number shown below) so keep this postcard available. We will send you an email with the registration link soon.

Business ID: XXXXXX

In addition to the portal launch, there are a few other important claims processing changes happening in May 2024, including:

- New PD Boxes
- An updated claim form
- New payment schedule and explanation of benefits format
- Claims will no longer pend when all required information is not included

OR

2. Get a one-time code.

We'll send a code to either the current phone number or email address associated with the TIN.

Verify your TIN access ✕

One-time code

Enter the code and click "Confirm".

If you don't have access to the business ID or either the phone number or email we have on record, you'll have to contact your Provider Relations rep.

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User profile

My profile Communication preferences TIN access ✕ Edit

This is a list of the TINs you can access. You can request access to other TINs by clicking the Request access to a TIN button.

Business name	TIN	Status	Last updated
Dental Company	90-300-864	Active	08/06/2023

[Request access to a TIN](#)

Once you're verified, you'll have the option to set up multiple TINs and enjoy all the other benefits of the new portal!

Group insurance policies are underwritten by Sun Life Assurance Company of Canada (Wellesley Hills, MA) in all states except New York. In New York, group insurance policies are underwritten by Sun Life and Health Insurance Company (U.S.) (Lansing, MI).
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