

FREQUENTLY ASKED QUESTIONS

# Mental Health Coach FAQs



## Background

**Q: What problem is the Mental Health Coach (MHC) trying to solve?**

A: The MHC is an excellent pre-disability mental health solution. It proactively engages plan members experiencing mental health challenges to get support before getting to the point of requiring an absence. The MHC helps to remove barriers to accessing care. The MHCs work with the plan members to understand:

- what's the right solution based on their risks and,
- what's available to them through their benefit plan and employer programs.

**Q: What is the difference between MHC vs Employee Assistance Program (EAP)?**

A: The MHC doesn't provide any counseling or treatment. The service connects plan members to resources and treatment they need based on their risk level (identified through the mental health assessment). It uses what's in their benefit plan and public healthcare system. The MHC can address acute as well as more chronic mental health problems.

EAP provides short-term counseling to resolve a specific acute issue. Most often plan members reach out to EAP when they are in crisis or have a very specific issue (i.e., work-related problems, critical incident).

**Q: Will the MHC be providing treatment to plan members?**

A: No, the MHCs won't be providing any counseling, treatment or making any diagnosis. They'll connect plan members to the right resources and treatment they need to support their mental health. They'll also measure incremental progress and change to symptoms.

**Q: What credentials do the MHCs have?**

A: All MHCs are licensed health-care professionals (Registered Practical Nurses with clinical experience or social workers).

**Q: Is there a cost for this service?**

A: Yes. The MHC is an optional add-on. Employers must have Extended Health Care (EHC) to add it to their group plan. However, there is no cost for employees for this service. For more information, please contact your Sun Life Group Benefits representative.

# How does it work

**Q: How long does the mental health assessment take to complete?**

A: The online mental health assessment takes between 10 to 15 minutes.

**Q: How do employees book an appointment with a MHC? Can they re-schedule/cancel their appointment?**

A: Following the completion of their mental health assessment, plan members will be invited to book their appointment with a MHC in the CloudMD platform. They can schedule the day and time that best works for them. They have the option to re-schedule and cancel their appointment online directly from the platform.

**Q: How long are MHC appointments?**

A: First appointments with a MHC generally last about one hour. Beyond the first appointment, calls are typically 20- 30 minutes.

**Q: What information will plan members need to register to use the MHC?**

A: Plan members will need to create an account to use the MHC with the following information:

- full name,
- mobile phone number,
- date of birth, postal code,
- employer,
- language preference.

Once they create their account, they can complete the assessment.

**Q: What hours can plan members access the service?**

A: Employees can schedule appointments with the MHCs from Monday to Friday – 8 a.m. to 8 p.m. ET.

**Q: How can plan members get help if they have any questions?**

A: If your plan members have any questions or require assistance with the CloudMD platform they can:

- email them directly to [mentalhealth@cloudmd.ca](mailto:mentalhealth@cloudmd.ca) or
- call them at **1-866 -315-8482**.

They're available from Monday to Friday, 8:00 a.m. to 8 p.m. ET.

**Q: How many MHC appointments can plan members have?**

A: There is no pre-defined limit, but most members have up to six appointments with their MHC. The number of calls varies depending on the unique needs of the member.

**Q: What information is provided in the personalized action plan? Does it include services outside of their Sun Life benefits plan?**

A: The action plan includes:

- information about their benefit coverage through Sun Life.
- health content and focused lifestyle interventions.
- any resources you as the employer may have outside of Sun Life as well as the public health-care system.

Where appropriate, the action plan provides specific recommendations for mental health practitioners based on the member's specific areas of risks and personal preferences.

**Q: Can plan members use the service who've opted out of their Sun Life benefits plan?**

A: Yes. We aren't able to send our campaigns or target members who've opted out of their Sun Life benefits plan. But if plan members access the MHC through any promotion you share, they will still be able to receive support from a MHC. They won't have as tailored an experience as those with benefits, but the MHCs will work with them on an appropriate action plan based on what they do have available.



# Reporting and outcomes

**Q: What reporting will I receive?**

A: The report will provide you with specific aggregated metrics such as

- employee utilization,
- initial risk areas,
- progress on actioning recommended interventions,
- reassessment outcomes and
- symptom improvements.

It will provide you with insights about the risks your employees are facing. And will allow you to measure the success of the service on improving health outcomes. It may also help to identify any gaps in your plan based on the resources members are using the most.

# Communication to plan members

**Q: How will Sun Life communicate access to the MHC to plan members?**

A: We will be proactively reaching out to members via emails, a prompt in mysunlife.ca and the mobile app. We'll send two introductory emails at launch, and then an ongoing monthly email newsletter.

You'll also have access to more information available on our [site](#). This will help you engage your members and provide more details about this new service and how to use it.

**Q: What resources will be available to me?**

**A: We'll share a detailed communication guide with you. It will give you an overview of the communication materials available to employers to promote the MHC in the workplace (emails, poster, postcard, flyer).**

You'll be able to share info about what the MHC is and what members can expect from it. It includes 3 emails in total:

- a first email will be sent to managers and leaders 2-3 weeks before employee launch.
- a second email will be sent by CEO & senior leaders to employees to introduce them to the MHC.
- A last email will be sent to employees 1 week before launch continuing to promote the MHC.



# About CloudMD

**Q: Who is CloudMD?**

A: CloudMD is a health and wellness company built by a team of medical professionals. Their health-care ecosystem connects all points of a patient's healthcare journey through one centralized platform. By leveraging technology, their teams of experts engage patients addressing every aspect of a person's care with an emphasis on continuity of care and individual needs.

**Q: Where can plan members learn more about CloudMD?**

A: Plan members can learn more about CloudMD by clicking on the following page: [www.coachcloudmd.ca](http://www.coachcloudmd.ca)

**Q: Will plan members receive a medical diagnosis?**

A: No, plan members won't receive a medical diagnosis. Once they've completed their online mental health risk assessment, they'll receive an overview of their results highlighting areas of potential risk. Based on these results, the MHCs will provide them with tailored resources and treatment options that they may wish to pursue to address those risks.

**Q: Can dependents use this service as well?**

A: Yes, dependents aged 16 and over can use the service.



## Security and confidentiality

**Q: Will Sun Life be able to see a plan member's medical information?**

A: No, CloudMD won't be sharing any medical information with Sun Life or you as the employer. CloudMD will share limited information with Sun Life, as the Group Benefits benefit provider. However, Sun Life won't receive details of plan members' assessment or the type of professional services the MHCs may refer plan members to.

**Q: Will CloudMD share medical records with a plan member's family doctor?**

A: No. Plan members can share their assessment results with their doctor if they want to, but no medical information is shared from the MHC. The conversations with the MHCs are guided by the risk assessment results.

**Q: Can employers see plan members' improvements?**

A: Yes, you can view aggregated metrics of plan member utilization, risk levels and reassessment outcomes, progress, and improvement rates. This will help you measure the success of the service on improving health outcomes.



### Questions?

Please contact your Sun Life Group Benefits representative.

Life's brighter under the sun

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