



Frequently asked questions (FAQ)

June 2024

Lumino Health Virtual Care Employee Assistance Program (EAP), provided by Dialogue

Overview

1. What is the Lumino Health Virtual Care Employee Assistance Program (EAP)?

The Lumino Health Virtual Care EAP offers you access to a network of Dialogue's in-house professionals that can help you resolve life- and work-related issues. The EAP offers short-term support for:

- Mental health
- Family and relationships
- Legal
- Finance
- Work and career

Read more about the EAP in this [brochure](#).

Access and experience

2. How do I access the EAP?

You can access the EAP via mobile and web. Go to luminovc.dialogue.co or download the Lumino Health Virtual Care app for [iPhone](#) and [Android](#). You can also access EAP by phone at **1-844-342-3327**.

3. What does access to coverage 24/7 mean?

You can access the EAP 24/7. You can book an appointment with relevant providers within 24 hours. Dialogue may direct some requests made at night to a consultation during the day. These cases usually require coordination between different EAP providers who are unavailable at night. This includes:

- non-acute mental health concerns
- career counsellors
- financial advisors
- legal counsellors

4. Is my information shared outside of Dialogue?

No. Your personal health data belongs to you. Only you have the power to request that Dialogue share your personal file outside of their health-care professionals. This includes sharing information with your family doctor. If you'd like your information sent to your family doctor, you need to contact Dialogue to give explicit consent. There's no cost to you for this sharing of information. Likewise, you can also give consent for any outside health-care provider to share your information with Dialogue's Care Team. Neither Sun Life nor your employer have access to any medical information you provide to Dialogue. This medical information is confidential. Only you and Dialogue will have access to your medical information. Dialogue only shares unidentifiable data such as:

- percentage of registrations
- total number of visits per month, etc.

5. How long does it take to get a response?

Group Benefits are provided by Sun Life Assurance Company of Canada, a member of the Sun Life group of companies.





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You'll get a response immediately through a brief triage questionnaire. This determines the appropriate resource for your specific concern. Typically, it takes about two to three minutes to complete your intake questionnaire. Then the service will connect you to the appropriate Dialogue health-care professional.

6. Will the Dialogue practitioner be able to see history notes on previous appointments?

Yes. When you create an account, you are creating your own record with Dialogue. The notes from any previous calls with the Dialogue care team are available to the Dialogue practitioner.

7. Are all providers accessible through EAP covered under my benefits plan if I want to use an out-of-pocket option?

Refer to your benefits booklet for information about coverage under your benefits plan as all providers may not be covered. Your EAP includes a set number of sessions for each specific issue. Once these sessions are complete you may still have questions. For an hourly fee you can continue to consult about the same issue with the same practitioner. This fee depends on the practitioner type. You can complete the appointment scheduling and payments through the Dialogue platform.

8. How do out-referrals work?

During or following your treatment you may require services or support that Dialogue can't provide virtually. If this is the case, Dialogue will refer you to the appropriate external support resources. You'll then need to contact these resources outside of the Dialogue platform.

9. Can I request a new therapist once treatment has started, if I feel the therapist isn't a good fit?

Yes. The Dialogue health-care professionals will do their best to pair you with a provider that matches your needs. In some cases, you may feel the therapist is not meeting your needs. If so, please relay this through the app and the Dialogue team will set you up with a new health-care professional.

10. How does Dialogue's intake process react to situations requiring immediate care?

Dialogue uses a "smart questionnaire" for initial intake questions. However, a Mental Health Specialist (live agent) performs the triage. The intake process includes questions to determine:

- if you're in immediate danger.
- if you're in any danger of hurting yourself or others.
- the area you need help with.
- whether there's other input before connecting with a Mental Health Specialist (MHS), who will start the triage. If the MHS determines you require immediate and acute support, they'll complete an emergency protocol and redirect you to emergency services.

11. Do my dependents have access to this service?

Yes. You and your eligible dependents get personalized care, anytime, anywhere, and at your convenience! Your eligible dependents aged 14+ will register with their own email address. Simply add them to your profile once you create your account and send them an email invite.

12. Can my spouse add family (such as shared children dependents) to the account, or can only I add dependents?



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Any member can add family members. This includes your spouse adding a child to their profile.

13. Is the triage process different for children?

Yes. Access to EAP services differs according to the age of the child due to medical regulations governing patient privacy.

For children (age 13 and under):

- In full compliance with Canadian regulations on virtual care, an in-person visit (outside of the Dialogue care team), is mandatory for evaluation and treatment for children 13 and under. The Dialogue team can't treat children that are 13 and under for mental health concerns. In this case, Dialogue will provide a referral for in-person resources to the parent or guardian for the child.
- You can include children in group/family coaching (under the family and relationship tile). Use the primary caregiver's account to access the consultation with the family coach. In this case, the caregiver must be present.

For eligible dependents (age 14+):

- You and your eligible dependents can access the EAP anytime, anywhere in Canada, and at your convenience! Your eligible dependents age 14+ will register with their own email address. Simply add them to your profile once you create your account and send them an email invite.

14. If a child aged 14 or older uses the EAP and the care team thinks they're in danger (mental health concerns for example), will I be notified as the parent?

For children 14 and older, the Dialogue professional deals directly with the child. If they feel the child is in danger, they follow the law in the child's province of residence. If allowed under law, they will notify the parents. If it isn't allowed, they need to ask for consent from the child.

Diversity, equity, and inclusion

15. Can I request a practitioner based on religious, cultural, or other reasons?

Dialogue can't guarantee this. But they'll always try their best when matching you with a practitioner. Dialogue will attempt to accommodate language preferences. They guarantee service in English and French. The entire MHS team is trained on 2SLGBTQIA, gender, and other diversity matters. If the MHS doesn't feel they've got the expertise, they can refer you to a practitioner with more experience in a particular area.

Accessibility/Accessibility for Ontarians with Disabilities Act (AODA)

16. Is Dialogue AODA compliant?

Yes. Dialogue is AODA compliant. Here's a link to their site stating this publicly dialogue.co/en/aoda.

17. How will the intake process work for someone whose visually impaired?

All Dialogue websites and web content conform with Level AA of the WCAG 2.0 (Web Content Accessibility Guidelines). This is as of January 1, 2021, as required by the AODA's Information and Communications Standard.



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Someone who is visually impaired can go through the entire intake process through Dialogue's web app. They can use their screen reader as usual within their web browser.

General information

18. Can I change the email address I sign in with?

Yes. Visit the "Account" section, click on "Profile" and you can update your login email.

19. Can I use the EAP while travelling outside of Canada and within Canada?

If travelling outside of Canada you can't access clinical support options. You can access self-serve resources (i.e. toolkits, articles, etc.) If you're travelling within Canada, Dialogue can assess and treat anywhere in the country. This includes getting a prescription for medication if required.

Questions? Need support? We're here to help.

If you are having trouble using the app or website and need help accessing your account, you can:

- contact Dialogue by emailing sunlife-support@dialogue.co Monday to Friday 8 a.m. to 6 p.m. ET.
- visit help.dialogue.co and use the chat feature for assistance, for after hours and weekend support.

The [Registration and user guide](#) provides easy-to-follow steps to create your account and access services. Once you create your account, stay informed and get updates from the care team by turning on notifications.