



# Frequently asked questions (FAQ)

February 2024

## Lumino Health Virtual Care Employee Assistance Program, provided by Dialogue

### Overview

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

Our digital-first EAP provides access to a network of Dialogue's in-house professionals who offer evidence-based therapies across a broad range of work and life areas. For further information about each EAP service, review this [brochure](#).

EAP includes support for:

- Mental health
- Family and relationships
- Child and elder care
- Legal and financial services
- Work and career (including manager consultation services)

Self-led educational material/internet-based cognitive behavioural therapy (iCBT) complements therapist-led care. [Critical Incident Response](#) is also available to you at an additional fee if needed.

#### 2. What hours can plan members access the service?

Members can easily connect to the EAP through the Lumino Health Virtual Care mobile app or website 24/7. When accessing EAP via the app is not possible, immediate help is available by calling **1-844-342-3327**. A Member Service Specialist will assess the need and coordinate care with appropriate resources.

#### 3. What health-care providers are available through the EAP?

The EAP care team includes:

- Mental health specialists
- Mental health therapists
- Psychotherapists
- Psychologists
- Lawyers
- Financial planners
- Family and relationship specialists
- Career counsellors

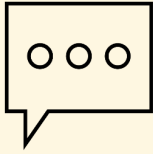
#### 4. Are there other Lumino Health Virtual Care services available?

In addition to EAP, there are two additional services available through the app or website:

- Lumino Health Virtual Care
- Stress Management and Well-Being

Read more about these services [here](#).

#### 5. What is the difference between Lumino Health Virtual Care and the Lumino Health Centre?



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Lumino Health Virtual Care, provided by Dialogue, is Sun Life's virtual care offering. It is available only to Sun Life Group Benefits Clients who have added this service to their group benefits plan. The Lumino Health Centre is available to anyone with access to mysunlife.ca. Through the Lumino Health Centre, Sun Life plan members can easily navigate, access, and consume products and services to help them live healthier lives. Plan members can:

- Find and connect with 150,000+ health professionals.
- Discover health resources and offers from a wide range of companies. They can also benefit from discounts.
- Access wellness and mental health articles.

Lumino Health is our free health and wellness platform with information that's available to all Canadians.

### Plan Member Access and Experience

#### 6. How do we communicate to plan members about their access to EAP?

Sun Life has an email onboarding campaign once plan members have access to Lumino Health Virtual Care. The onboarding emails inform and educate plan members about what's available through Lumino Health Virtual Care.

Emails are Sun Life's primary tool of communication for plan members to enroll in Lumino Health Virtual Care. We encourage you to give us access to communicate with your plan members about Lumino Health Virtual Care, even if you're on an exclusion list for other types of communications.

We have also provided you with some resources on our [Group Benefits website](#). You can use them to promote the service within your organization:

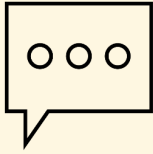
- Email template
- Plan member brochure
- Plan member flyer

#### 7. Where can plan members find more information about EAP?

Plan members can visit the EAP plan member site to learn more: [sunlife.ca/lumino-eap](https://sunlife.ca/lumino-eap).

#### 8. What information do plan members need to register and use the EAP?

- Instructions on how to use the service using the web version are available at <https://luminovc.dialogue.co>
- The plan member onboarding campaign provides information about:
  - how to download the mobile app (called Lumino Health Virtual Care, for iPhone and Android).
  - how to create an account, invite eligible dependents, and how to start using the service.
- Once on the app or online for the first time, the plan member needs to create a profile. The plan member must enter their:
  - email address,
  - first name,
  - last name,



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- date of birth,
  - postal code.
- You can also share the [Registration and User guide](#) with plan members.

### 9. Can dependents also use this service?

Plan members with family coverage can add/invite their eligible dependents to use this service.

- Plan members and dependents must be physically located in Canada to use the service.
- Dependents aged 14+ are required to register with their own email address due to medical privacy laws.
- Plan members determine who to add/invite.
- Plan members with single coverage cannot add dependents.

### 10. Are retirees covered?

You can decide whether to include or exclude retiree groups when you add EAP to your group benefits plans.

### 11. What will cancellations look like from a plan member's perspective?

If a plan member's coverage is terminated, they'll have three months to complete any open consults. However, they will be unable to initiate requests for new concerns. Plan members will retain ongoing access to their data and can reference notes as needed with or without an active subscription.

## Adding EAP to your benefits plan

### 12. What if I already have a contract with Dialogue directly?

Talk to your Account Executive if you want to transition to EAP through Sun Life. Details about the service will be discussed on a case-by-case basis.

### 13. How will I be billed for EAP?

A separate monthly invoice is issued for EAP. It can be paid via electronic funds transfer (EFT) or cheque.

### 14. Can I keep the service for certain group benefits plans only? Or will the choice be at the contract level?

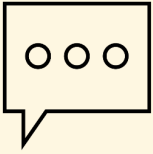
You can choose the group benefits plan level to which you would like to add this service.

## Reporting

### 15. What type of reporting will I receive?

Patient confidentiality around use of the service is paramount. Reporting for the EAP is on an aggregate basis, not on any individual's situation. To protect the anonymity of users, we provide reporting to organizations with:

- over 35 lives, and



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- over 10 registrants, and
- over 10 cases.

### Questions?

Contact your Sun Life Group Benefits representative.