

# Frequently asked questions (FAQ)

February 2024

## Lumino Health Virtual Care Stress Management and Well-Being, provided by Dialogue

### Overview

#### 1. What is Stress Management and Well-Being?

Stress Management and Well-Being gives your plan members access to quality, evidence-based mental health treatment. Goal-focused therapy is free and unlimited until remission, to help resolve acute or situational mental health issues. Plan members receive personalized support without the worry of out-of-pocket costs for this service. For further information about Stress Management and Well-Being, review this [brochure](#).

Support can include:

- Practitioner-led therapy
- Eligible prescriptions for in-scope conditions
- Self-guided articles and wellness resources

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

The service is available 24/7 on mobile and web through the Lumino Health Virtual Care app. Appointments are provided within 24 hours. That's the shortest wait time to connect with a care team in the industry.

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

The service matches plan members to the practitioner most suited to their situation. It uses an evidence-based stepped care model. This means that the plan member may see different types of practitioners over the course of their treatment. The model bases this on their progress, and/or a clinical evaluation.

The multidisciplinary team includes:

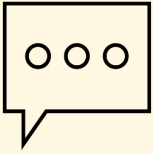
- Psychologists
- Psychotherapists
- Social workers
- Physicians
- Nurses
- Mental health specialists
- Health specialists to address a variety of mental health and wellness or lifestyle concerns

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

In addition to Stress Management and Well-Being, there are two additional services available through the app or website:

- Lumino Health Virtual Care
- Employee Assistance Program

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



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

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. Can all plan members access the service?

It's important to note that Stress Management and Well-Being is part of our Extended Health Care (EHC) coverage. This means that if a plan member has waived EHC coverage, they aren't eligible for the service.

### 7. How do we communicate to plan members about their access to the service?

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.

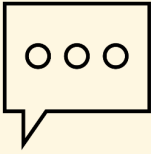
- Email template
- Plan member brochure
- Plan member flyer

### 8. Where can plan members find more information about the service?

Plan members can visit the Stress Management and Well-Being plan member site to learn more: [sunlife.ca/lumino-smwb](https://sunlife.ca/lumino-smwb).

### 9. What information do plan members need to register and use the service?

- 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:



## Frequently asked questions (FAQ)

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

10. Can dependents of eligible plan members (those with active EHC) use this coverage as well?

Yes, eligible 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.

11. Are retirees covered?

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

12. 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 Stress Management and Well-Being to your benefits plan](#)

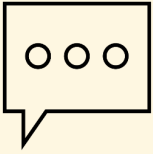
13. Which Clients are eligible?

Stress Management and Well-Being is an add-on or enhancement to the [Lumino Health Virtual Care](#) service. Lumino Health Virtual Care must already be implemented, or Stress Management and Well-Being must be implemented at the same time as the Lumino Health Virtual Care service.

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

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

15. How will I be billed for Stress Management and Well-Being?



## Frequently asked questions (FAQ)

The cost of the service is included in your EHC rate.

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

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

### Reporting

17. 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
- over 10 registrants, and
- over 10 cases.

### Questions?

Contact your Sun Life Group Benefits representative.