

# Lumino Health Virtual Care Employee Assistance Program

provided by Dialogue

The Lumino Health Virtual Care Employee Assistance Program (EAP) offers you access to a network of Dialogue's in-house professionals that can help you resolve life- and work-related issues. Access a variety of services all in one place on an integrated health platform.



## Why should I use this EAP?

- You can connect to the mobile app or website 24/7.
- Receive personalized support for an unlimited number of concerns.
- Appointments are available within 24 hours at a time that works best for you.
- You'll receive a follow-up after each session to ensure your needs are being met.
- You can continue with the same mental health provider at an additional cost once session limits (per concern) are reached.
- Internet-based cognitive behavioural therapy (iCBT) is available to complement services provided by the care team.
- Get on-demand access to self-guided articles and wellness resources directly on the mobile app or website.
- 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.

## How does it work?

The EAP includes support for:



**Mental health:** up to 4 sessions per concern



**Legal:** 1 session per concern



**Finance:** up to 2 sessions per concern



**Family and Relationships:** up to 4 sessions per concern



**Work and Career:** up to 4 sessions per concern

Read more about all of the services included in your EAP [here](#).



## How do I register and use the service?

The service is available via mobile and web. You can:

- go to [luminovc.dialogue.co](https://luminovc.dialogue.co),
- download the Lumino Health Virtual Care app for **iPhone** and **Android**, or
- use the QR code.



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 your needs and coordinate care with appropriate the resources.

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.

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

- **contact Dialogue by emailing [sunlife-support@dialogue.co](mailto:sunlife-support@dialogue.co)** Monday to Friday 8 a.m. to 6 p.m. ET.
- **visit [help.dialogue.co](https://help.dialogue.co)** and use the chat feature for assistance, for after hours and weekend support.

For questions regarding your benefits plan information, you can contact the **Sun Life Client Care Centre (CCC)** at 1-800-361-6212 Monday to Friday, 8 a.m. to 8 p.m. ET.

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## Services included in the EAP



### Mental Health

- Access to mental health specialists, mental health therapists, psychotherapists, and psychologists for screening, short-term coaching, and referrals as needed.
- Live virtual coaching and therapy sessions for stress, anxiety, depression, substance use, grief and loss, and more.
- Includes 24/7 access to iCBT to offer additional mental health support, with no barriers to getting started.
- Up to 4 sessions per concern,\* with the option to continue with the same mental health specialist at an additional fee.



### Legal

- Access to a lawyer for short-term support and referrals as needed.
- Support for all legal fields, except for employment and immigration law.
- One initial session with follow-ups as needed.



### Finance

- Access to a financial planner for short-term support and referrals as needed.
- Support for financial planning.
- Up to 2 sessions per concern.\*



### Family and Relationships

- Access to family and relationship specialists for short-term coaching and referrals as needed.
- Live virtual coaching or therapy sessions for relationship conflicts, separation or divorce, family dynamics, child care, and more.
- Up to 4 sessions per concern\* (one session per concern for child/elder care), with the option to continue with the same specialist at an additional fee.



### Work and Career

- Access to career counsellors for short-term coaching and referrals as needed.
- Live virtual coaching for career planning, work conflict, performance, harassment, manager consultations, and more.
- Up to 4 sessions per concern,\* with the option to continue with the same counsellor at an additional fee.

\*A concern is defined as a case. You can use the service(s) for an unlimited number of concerns/cases, with session limits applicable to each concern/case.

Life's brighter under the sun

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