

Lumino Health Virtual Care Stress Management and Well-Being

provided by Dialogue

The Lumino Health Virtual Care Stress Management and Well-Being service is designed to support your mental health needs. You'll get access to a care team that provides you with personalized mental health treatment and support, without the worry of out-of-pocket costs for this service. The care team includes psychologists, psychotherapists, social workers, physicians, nurses, and health specialists. This service also offers self-guided articles and wellness resources.



Why should I use this service?

- You can connect to the mobile app or website 24/7.
- The goal-focused therapy sessions are free and unlimited until remission. The care team will communicate the number of sessions they think you'll need to reach remission, a point where you'll have the skills and tools to cope with life's stressors.
- Get unlimited access to mental health specialists without a referral.
- Appointments are available within 24 hours. You don't need to spend time finding a mental health practitioner, wait days or weeks for an appointment, or travel to see them.
- Plan your virtual consultations on a day and time that's most convenient for you.
- You and your eligible dependents get personalized care, anytime, anywhere in Canada, 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.
- You have access to your personal medical information through the secure and private app. Upon request, Dialogue can share your personal information with your doctor.



How does this service work?

You start by completing a simple online assessment that's available 24/7.



The service connects you to a mental health specialist¹ in a virtual environment.



The mental health specialist matches you to the most appropriate mental health practitioner based on your unique needs. A personalized approach is used to continuously evaluate progress throughout your treatment plan. Click [here](#) for a list of mental health conditions supported by the service. Please note that you can meet with the care team for an initial appointment for limited support regardless of your mental health condition.



Follow-up connections are made after each appointment.



52%

Over half of Canadian employees (52%) report they feel stressed a lot of the day while at work.²



How do I register and use the service?

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

- go to luminovc.dialogue.co,
- download the Lumino Health Virtual Care app for **iPhone** and **Android**, or
- use the QR code.



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**
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.

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.

App Store is a trademark of Apple Inc., registered in the U.S. and other countries.
Google Play is a trademark of Google Inc.

Mental health conditions and Stress Management and Well-Being



The Dialogue in-house care team can generally treat the following mental health conditions:

- Insomnia and sleep difficulties
- Anxiety, panic disorder, social anxiety, and isolation
- Specific phobias
- Grief, bereavement, divorce, or separation
- Depression and bipolar depression
- Adjustment disorder
- Secondary distress from other health conditions
- Assertiveness
- Anger management (excluding situations of active abuse)



Dialogue's in-house medical practitioners can generally treat the following mental health conditions. However, specialized treatment outside of the care team is required for therapy:

- Eating disorders without physical symptoms
- Obsessive-compulsive disorder and hoarding
- Post-traumatic stress disorder (excluding acute crisis)
- Borderline, histrionic, avoidant, dependent, and obsessive-compulsive personality disorders
- Short-term renewal of non-controlled medication for stable existing mental health issues



The following conditions require specialized assessment and treatment outside of the in-house Dialogue care team:

- Life-threatening conditions including active suicidal or homicidal behaviour
- Substance use disorders
- Schizophrenia
- Bipolar mania and hypomania
- Complex post-traumatic stress disorder
- Eating disorders with physical symptoms
- Active psychosis, delusions, disorganized thinking, dissociation, or catatonia
- Somatoform and conversion disorders
- Paranoid, schizoid, schizotypal, antisocial, histrionic, and narcissistic personality disorders
- Complex assessments including attention-deficit hyperactivity disorder (ADHD), autism spectrum disorders (ASD), and learning disorders
- Conditions requiring long-term or other specialized therapy (e.g. dialectic behavioural therapy, psychodynamic therapy, psychoanalytic therapy)
- Therapy for children under 14 years old



¹ A mental health specialist holds a Bachelor's degree (at minimum) in a relevant mental health field, primarily in social work and they undergo specialized training.

² Gallup: State of the Global Workplace: 2023 Report.

Life's brighter under the sun

Group Benefits are provided by Sun Life Assurance Company of Canada, a member of the Sun Life group of companies. VC9999 04-24 lj-na

