

Lumino Health Virtual Care Employee Assistance Program

provided by Dialogue



The Lumino Health Virtual Care Employee Assistance Program (EAP), provided by Dialogue, offers you and your eligible dependents access to a network of Dialogue's in-house professionals that can help you resolve life- and work-related issues. Appointments are available within 24 hours at a time that works best for you, and follow-up connections are made after each appointment.

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

You also have access to internet-based cognitive behavioural therapy (iCBT) to complement services provided by the care team.

You can read more about the services included with your EAP by visiting sunlife.ca/lumino-eap.

When accessing EAP via the app is not possible,

- You can get access to immediate help by calling **1-844-342-3327**.
- A Member Service Specialist will assess your needs and coordinate care with the appropriate resources.

Register today!

The service is available via mobile and web, 24/7. You can:

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



Note: your Lumino Health Virtual Care and Employee Assistance Program are under one account and require only one registration.

An email is required for registration.

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.

Life's brighter under the sun

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