

Need personalized support?

Lumino Health Virtual Care
Employee Assistance Program (EAP), by Dialogue



Where do you turn for help? Our Lumino Health Virtual Care EAP gives you and your eligible dependents quick, confidential access to an expert across a variety of services. They'll work with you to assess your needs and arrange an appointment within 24 hours. There's confidential help at your fingertips.

The Lumino Health Virtual Care 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



Diet and Nutrition: up to 4 sessions per concern



Work and Career: up to 4 sessions per concern

You also have access to self-led and coach-led 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 the EAP via the app is not possible,

- You can get access to 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 address 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.

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