

Sun Life Medical Second Opinion, by Dialogue

Empowering your employees to make educated choices about their health



Prioritize employee well-being with personalized care for physical and mental health

Receiving a medical diagnosis can be overwhelming. **Sun Life Medical Second Opinion, by Dialogue**, can help employees make informed decisions about their health when facing medical issues by helping confirm or challenge a medical diagnosis. It's a valuable addition to our integrated Lumino Health Virtual Care suite of services and includes **three different features**. The process is secure, seamless and accessible anytime.

01.

Expert Second Opinion

Provides plan members with access to a network of medical experts for a medical second opinion on an active diagnosis and treatment plan. This includes physical and mental health conditions. The network includes a wide range of specialties and subspecialties, including oncology, gynecology, cardiology, orthopedics, psychiatry, and neurology.

Plan member example: Alex was recently diagnosed with lung cancer. Her oncology specialist recommended a treatment plan of chemotherapy and radiation. Alex would like a second opinion before she moves forward with the suggested treatment.*

02.

Mental Health Care Navigation

A mental health specialist will help plan members understand their mental health needs. They'll provide tailored navigation support to external resources such as community or online support groups and specialized mental health providers. All mental health conditions are covered.

Plan member example: Tamika recently found out she has a critical illness. She's having a difficult time, and is looking for mental health support for stress and anxiety.*

03.

Find a Medical Specialist

A care team member will help plan members locate appropriate medical specialists and facilities in Canada and the U.S., based on their specific care needs.

Plan member example: Maria recently found out she needs hip surgery, and she's heard that some surgeons use a new approach. She'd like help locating an orthopaedic surgeon in her province who uses this method that she can contact.*

*These examples have been created for illustrative purposes only.

Plan members can use any of the features anytime, regardless of whether they've started a Medical Second Opinion, by Dialogue request. All three features are independent and can be accessed freely if you're eligible for the service.

The care experience

Plan members can easily connect to Medical Second Opinion, by Dialogue through the Lumino Health Virtual Care app, via mobile or web 24/7 (the app is always live). Weekly business hours are 8 a.m. to 8 p.m. ET. The service is also available through a dedicated toll-free phone line 1-833-286-5614, accessible 24/7.



01.

A care team will quickly assess the plan members health concerns, and goals for support. They'll coordinate a review with a team of medical experts, keeping the plan member updated on the progression of their case.

02.

The plan member will receive a written report with the expert second opinion. They can discuss the report with their primary physician to help them make a confident medical decision. They'll have the option to schedule a virtual call with a care team member to walk through the structure of the report if wanted.

03.

If requested, the care team will provide the plan member with contact information for appropriate specialists and facilities that meet their health needs.

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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. VC1209 07-25 ri-cc

Medical Second Opinion, by Dialogue can support the well-being of your workforce



Can provide valuable mental health support for plan members.



Offers a digital-first plan member experience, that's secure and easy to use.



Provides one single point of access for all three features with the ability to easily navigate across the services.



Can help improve health-care outcomes, reduce absenteeism, increase productivity all with the goal of getting plan members on a path to wellness sooner.

Who is eligible?

Plan members with family coverage can invite their eligible dependents to use this service.

- ✓ Under the plan member's coverage, Medical Second Opinion, by Dialogue is available to spouses, dependent(s), parents and parents-in-law.
- ✓ 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.

Currently, Medical Second Opinion, by Dialogue is part of our Extended Health Care (EHC) coverage. This means that plan members who have waived EHC coverage aren't eligible for Medical Second Opinion, by Dialogue.

Contact your Group Benefits representative for more information.