

# 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**



**Legal**



**Finance**



**Family and Relationships**



**Work and Career**

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 in the detailed [brochure](#).

## 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.

The service is available via mobile or website 24/7, anywhere in Canada. Go to [luminovc.dialogue.co](https://luminovc.dialogue.co) or download the Lumino Health Virtual Care app for **iPhone** and **Android**.



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.

Life's brighter under the sun

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