

Lumino Health Virtual Care Stress Management and Well-Being

provided by Dialogue



Stress Management and Well-Being, provided by Dialogue, gives you access to quality, evidence-based, and personalized mental health treatment. The Dialogue in-house care team includes psychologists, psychotherapists, social workers, physicians, nurses, and health specialists. There is no out-of-pocket cost to use the service. You and your eligible dependents can access it anytime, anywhere in Canada. Appointments are available within 24 hours at a time that works best for you, and follow-up connections are made after each appointment.

The service breaks down barriers by providing:



Free and unlimited access (until remission) to mental health specialists delivering goal-focused therapy.



Early access to high-quality mental health care, allowing you to build skills and access tools to cope with life's stressors.



Appointments 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.



Personalized virtual consultations available on mobile and web.

Following an online assessment, available 24/7, a 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. Support can include practitioner-led therapy, eligible prescriptions for in-scope conditions, and self-guided articles and wellness resources.

You can read more about the services included with Stress Management and Well-Being in the detailed [brochure](#).

The service is available via mobile and web, 24/7. Go to 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 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

Group Benefits are provided by Sun Life Assurance Company of Canada, a member of the Sun Life group of companies. VC1004 12-23 ri-na

