

Lumino Health Virtual Care Employee Assistance Program

provided by Dialogue

An integrated health platform that empowers Canadians to live healthier lives.



An all-in-one digital health solution

Our Lumino Health Virtual Care Employee Assistance Program (EAP), provided by Dialogue, is a digital-first EAP. A network of Dialogue's in-house professionals offers evidence-based therapies across a broad range of work and life areas.

EAP includes support for:

- Mental health
- Family and relationships
- Child and elder care
- Legal and financial services
- Work and career¹



Key benefits for your plan members



A **proactive** approach through our integrated health platform drives adoption and reduces confusion.



Appointments available within **24 hours**, at a time that works best for the plan member.



Personalized support based on a consultation for unlimited concerns² model.



Continuity of care, with the option to continue with the same mental health provider³ and follow-up after each session.



On-demand access to:

- self-guided articles
- internet-based cognitive behavioural therapy (iCBT)
- tips for a variety of wellness topics.

The care experience

Plan members can easily connect to the EAP through the Lumino Health Virtual Care mobile app or website 24/7. When accessing EAP via the app is not possible, immediate help is available by calling **1-844-342-3327**. A Member Service Specialist will assess the need and coordinate care with appropriate resources.



Appointments are available within 24 hours.



The option to continue with the same counsellor is available when the plan member has completed the number of included sessions.³



Self-led educational material/internet-based cognitive behavioural therapy (iCBT) complements therapist-led care.



Follow-up appointments help ensure plan members get the care and support they need along the way.

All interactions with the care team and resources are clinically-backed, following standard care practices. **Critical Incident Response** is also available to you at an additional fee if needed.

EAP services

All EAP services are accessible from our integrated health platform:



Mental Health



Legal



Finance



Family and Relationship



Work and Career

For further information about each EAP service, review the "**Services included in the Employee Assistance Program**" section. A **scope of practice** summary explains each service in detail.

Access to transparent reporting will help demonstrate the impact the EAP has on your organization.

How an EAP benefits your organization

- Virtual options lead to less time away from work and quicker health outcomes. This allows plan members to maintain their productivity levels.
- An outcome-focused approach leads to lower rates of absenteeism and positive impacts on presenteeism.
- Access to financial support can be a significant step in reinforcing financial and mental well-being.





Services included in the Employee Assistance Program



Mental Health

- Access to mental health specialists, mental health therapists, psychotherapists, and psychologists for screening, short-term coaching, and referrals as needed.
- Live virtual coaching and therapy sessions for stress, anxiety, depression, substance use, grief and loss, and more.
- Includes 24/7 access to iCBT to offer additional mental health support, with no barriers to getting started.
- Up to 4 sessions per concern,² with the option to continue with the same mental health specialist.³



Legal

- Access to a lawyer for short-term support and referrals as needed.
- Support for all legal fields, except for employment and immigration law.
- One initial session with follow-up as needed.



Finance

- Access to a financial planner for short-term support and referrals as needed.
- Support for financial planning.
- Up to 2 sessions per concern.²



Family and Relationships

- Access to family and relationship specialists for short-term coaching and referrals as needed.
- Live virtual coaching or therapy sessions for relationship conflicts, separation or divorce, family dynamics, child care, and more.
- Up to 4 sessions per concern² (one session per concern for child/elder care), with the option to continue with the same specialist.³



Work and Career

- Access to career counsellors for short-term coaching and referrals as needed.
- Live virtual coaching for career planning, work conflict, performance, harassment, manager consultations, and more.
- Up to 4 sessions per concern,² with the option to continue with the same counsellor.³



Who is eligible?

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

- Plan members and dependents must be physically located in Canada to use the service.
- 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.

Contact your Group Benefits representative for more information.

¹ This includes manager consultation services.

² We define a concern as a distinct case. If there are multiple cases identified during intake, we consider them as separate cases. Plan members can access the service for an unlimited number of concerns.

³ At an additional fee.

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. VC9993 11-23 ri-na

