

March 31, 2020

Launching now – Free Virtual Care for plan members until June 1, 2020

The COVID-19 pandemic has changed the healthcare landscape. And we're responding.

Beginning March 31, we're rolling out Lumino Health Virtual Care. This is a new virtual healthcare solution for all of our Extended Health Care (EHC) Clients. This service will be free until June 1, 2020 – and 100% funded by Sun Life during this time. We're providing this service in partnership with Dialogue – one of Canada's fastest growing tele-health companies.

Onboarding of Lumino Health Virtual Care for your Clients is automatic. We require no action from them or you. We're staggering the launch over the next few weeks to ensure that plan members receive exceptional service.

We'll provide you with the full launch schedule in the coming week. Once the plan is live, we will take care of communicating with plan members through every available channel to explain what Lumino Health Virtual Care is and how they can access it.

About our virtual care solution

Plan members can easily connect to the Lumino Health Virtual Care service through a mobile app or web browser. Once connected, plan members are triaged through an artificial intelligence-based system. The plan member answers a series of questions that can identify red flags or signs of a serious condition.

Based on these answers, the system creates a medical history. The system then places the plan member into a video chat with a nurse, nurse practitioner, doctor or other health professional. The health professional selected depends on the condition being treated. The system is highly efficient. When the video chat begins, the health professional already has a pre-written chart and history for the plan member. If there is waiting time required, the practitioner or doctor will call the plan member back directly, versus having them wait on hold.

Health professionals can diagnose any condition that doesn't require a physical exam. Dialogue estimates this to be about 70% of primary care cases. Dialogue employees

can also help patients book an appointment with a specialist, or direct patients to a nearby clinic.

Support when it's needed most

Our goal is to provide this free support to our EHC Clients through the most trying days of the COVID-19 crisis. It also gives plan sponsors an opportunity to assess the merits of virtual care for their organization going forward.

We know that you need more information about Lumino Health Virtual Care, including its launch date for your Clients. We're finalizing details now and will be providing more information in the coming week. We are working as quickly as possible to bring this service to plan members.

We're proud to offer this service when Canadians need it most. We believe that Lumino Health Virtual Care will provide a meaningful difference to thousands of plan members and their families.

Questions?

If you have any questions about Lumino Health Virtual Care, please contact your Sun Life Group Benefits representative for more information.