

# HEALTH & WELLNESS ADDITIONAL BENEFITS

## Online Doctors

Connected by Maple, Online Doctors connects plan members and their families with Canadian-licensed general practitioners online in under five minutes, anytime, anywhere. Plan members can use their mobile device or computer to connect with a general practitioner for diagnosis, medical advice, prescriptions, lab requisitions, and more.

- **Reduced absenteeism:** Employers boost their bottom line by tackling absenteeism. With virtual care, plan members can reduce the number of sick days taken for non-urgent medical issues and proactively manage their health and wellbeing.
- **Increased engagement and satisfaction:** Plan sponsors who invest in Online Doctors by Maple signal that they prioritize health and wellness. 82% of working Canadians said their organization should provide access to virtual care (Source: Environics, 2020).
- **Enhanced productivity:** Virtual care lets plan members get care faster and with fewer barriers, so plan members can feel better faster, and get back to their jobs quicker.

Online Doctors is available at a monthly rate of \$2.25 for the Lite Plan and \$6.50 for the Unlimited Plan per employee.

## Second Opinion

Second Opinion is like adding an extra layer of protection in the care your employees will receive, should they be faced with a serious medical condition. It's about ensuring your employees get the right care, at the right time.

- **Helping employees find care:** Second Opinion broadens treatment and care options for eligible plan members and dependents with qualifying medical conditions. Completely confidential, Second Opinion will help your employees gain access to independent medical review from top specialists.
- **The best care in the world:** When your employee calls the Second Opinion service line, a case manager will help them through the process, provides the necessary release forms and contacts the treating physician to collect medical records. The case is then reviewed by an independent team of specialists. A written report is then provided to the employee and their treating physician. This can help avoid unnecessary and invasive surgeries and treatments.

Second Opinion is available at a monthly rate of \$1.00 per employee.

## Employee and Family Assistance Program (EFAP)

EFAP provides your employees with direct access to professional counsellors, coaching and support. By adding this to your group plan, you can provide that little bit of extra care for your employees.

- **Providing choice:** Counselling is available in person, by telephone or online. Offices are local and appointments are made quickly, with your convenience in mind. Do you have a preference for location, gender, appointment time? Our EFAP partners do their best to accommodate your preferences.
- **Maintain confidentiality:** Our EFAP partners are bound by law to maintain confidentiality at all times, including from the employer. The goal is to help everyone be well, and part of that is ensuring that your employees have the safe space they need to get better.
- **Counselling that helps:** EFAP helps you take practical and effective steps to improve well-being and be the best you can be. Within a supportive, confidential and caring environment you can receive counselling for any challenge.

EFAP is available at a monthly rate of \$3.00 per single or \$3.50 per family for each employee.