

Plan Administrator Welcome Guide: EFAP + VC



Understanding EFAP & Virtual Care for your plan members

Welcome to your new Employee and Family Assistance and Virtual Care program, powered by Homewood Health and Cleveland Clinic Canada!

Review this guide for a complete overview of the key details of your new EFAP and virtual care benefits, FAQs and how to promote the program to your employees.

KEY PROGRAM DETAILS

Employee & Family Assistance Program (EFAP)

- *MeetNow* allows employees to connect instantly with a mental health counsellor
- *Enhanced Mental Health Care* offers specialized mental health programs for anxiety, depression, trauma and substance abuse
 - This program extends coverage far beyond a traditional EFAP, offering up to 20 sessions of specialized counselling

Personalization:

- Counselling is offered in person, on the phone or via video
- Employees can select a counsellor of their choice and choose to continue with the same counsellor once they've exhausted their allotted number of sessions
- *Homewood Pathfinder* tailors personalized care plans and service recommendations
 - Includes an assessment of the severity of the employee's concern and combines the optimal clinical solution with their unique preferences to create a customized and curated care path

Virtual Care through Express Care Online (ECO)

Virtual care services are provided through Cleveland Clinic Canada's *Express Care Online* (ECO). ECO connects employees and their eligible family members with a Cleveland Clinic Canada nurse practitioner to receive a diagnosis, referral and/or prescription for non-emergency medical conditions and concerns.

- Unlimited access to consultations with a nurse practitioner for plan members and their insured eligible dependents, available 24/7/365¹
- Consult for multiple issues in a single appointment

Continuity of care:

- Ability to select the same nurse practitioner for each consult
- Option to share medical records with family physician/physician of your choice
- Integration with Homewood Health's EFAP, providing comprehensive mental and emotional wellness support

When clinically indicated, employees can receive:

- Requisitions for labs and/or imaging
- Prescriptions sent to their preferred pharmacy
- Referrals to specialists
- Referral to local healthcare partners for onsite follow-ups, labs and imaging

COMMONLY-TREATED AREAS OF CONCERN

- Mental health concerns
- Back strains
- Bronchitis
- Pink eye
- Common cold
- Asthma
- Minor burns
- Rashes
- Sinus infections
- COVID-19 screening



¹Québec Express Care Online services are available from 7 a.m. – 7 p.m. EST/EDT every day, except on statutory holidays.

Spread the word

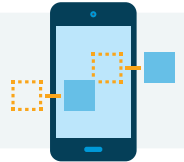
Help your employees make the most of their new plan.

BEST PRACTICES TO INCREASE ENGAGEMENT WITH PLAN MEMBERS



Have leadership send out the introductory communications and **keep it simple with a clear call to action** — *register for the program!*

Hold a company-wide meeting to share the existing news and showcase the demo videos to familiarize your team with the program.



Print and display the included **one-page posters** in your common spaces so plan members can scan the QR code to register and access their program benefits anytime, anywhere.

Use the provided **email and internal post templates** to introduce and educate employees on their new EFAP & Virtual Care benefits, including registration details, key features and up-to-date plan information.



Utilize multiple communication streams to reach plan members and keep the program at the top of mind — e.g., emails, internal posts, printed posters and intranet updates.

HOMWOOD & SASKATCHEWAN BLUE CROSS, TOGETHER: Supporting you on every step of your journey.

Here for you.

- **Program updates:** Periodic usage reports (aggregate data) will be shared on request. Metrics around engagement, utilization and satisfaction can be shared to help you understand how your employees are using and enjoying these benefits.
- **Ongoing support:** Reach out to Homewood's account management team for any EFAP and/or virtual care-related support requests, or call 1-800-663-1142 to speak with Homewood's client services centre.
- **Billing and group benefits:** Your Saskatchewan Blue Cross Group Service Representative is always available to answer questions related to your group benefits as well as billing information.

Here for your employees.

- **Employee & Family Assistance Program Homewood Health:**
Toll-free: 1-800-663-1142
TTY: 1-888-384-1152
International (call collect): 604-689-1717
Ongoing support is available to answer your employees' EFAP and general virtual care questions, concerns and/or to help them register for an account.
- **Virtual Care / Express Care Online Cleveland Clinic Canada:**
Toll-free: 1-844-338-3355
Virtual care support is also available directly in the ECO app through dedicated care coordinators.

Have questions? We have answers.

HOMEWOOD HEALTH — EFAP

How can plan members access Homewood Health's EFAP?

To register, plan members can visit homeweb.ca or download the Homewood Health mobile app and click "Sign Up." They will need to enter the name of the company they work for, complete the required fields, choose an email and password and, when prompted, enter the unique invitation code provided.

What are the coverage details for EFAP?

Counselling and coaching sessions are provided on a short-term, solution-focused model. When a plan member seeks out support from Homewood Health for counselling or LifeSmart coaching services, they'll open a confidential case. For each case, plan members receive an average of four counselling sessions per issue, with no limit to the number of cases for which they can seek support.

In addition, Enhanced Mental Health Care offers up to 20 sessions of specialized counselling. At intake, Homewood Health assesses the plan member's clinical needs and will offer specialized counselling on a per-case basis.

How does a dependent access EFAP coverage?

The process for dependents is similar to that of plan members. The dependent simply needs to identify their relationship to the plan member when creating an account online or when speaking to intake staff. They will also need the unique invitation code provided to the plan member when creating an account on homeweb.ca or the mobile app.

What if a plan member is in crisis?

Homewood Health staff are prepared to take calls 24 hours a day, seven days a week. Help is always available by calling 1-800-663-1142. If you or a loved one are experiencing a medical or mental health emergency, please call 911.

How does Homewood Health manage privacy and security?

The confidentiality, privacy and security of personal information is assured through Homewood Health's adherence to the Ten Privacy Principles as defined by the Canadian Standards Association and through compliance with Personal Information Protection and Electronic Documents Act (PIPEDA) and substantially similar provincial privacy legislation. For more information on our privacy policies, please follow visit <https://homewoodhealth.com/privacy/>.

Can plan members access services while travelling?

Yes, plan members can access EFAP services while travelling, including access to virtual counselling sessions while travelling in or outside of Canada. Some services may be limited when travelling out of the country for 30 days or more.



Scan to get started
on homeweb.ca



CLEVELAND CLINIC — VIRTUAL CARE

How does a plan member access Cleveland Clinic Canada's Express Care Online?

To access Express Care Online, plan members must download the free Cleveland Clinic Express Care Online app on their mobile device and create an account. Once registered, they can log in with their unique service key to get the care they need.

What are the virtual care coverage details?

Plan members have access to unlimited consultations with a nurse practitioner on ECO, including for their insured eligible dependents, available 24/7/365 (except for Quebec, where services are available seven days a week, 7:00 a.m. – 7:00 p.m., excluding statutory holidays).

Virtual care services include consult, and, when clinically appropriate, diagnosis, prescriptions, requisitions for lab work and/or imaging, referrals and sick notes.

How does a plan member add insured eligible dependents?

Children under the age of 17 years can be added to a parent's or guardian's account on the Express Care Online app. Plan members can choose the option when the app asks them if the appointment is for them or their child.

Dependent partners or children between 17 and 25 years of age will need to create a separate profile from that of the primary Express Care Online patient.

What can a plan member expect during their consult?

Plan members can get a diagnosis, medical advice, referrals and any required prescriptions sent directly to the pharmacy of their choice.

How does Cleveland Clinic Canada manage privacy and security?

When accessing care via the web or a mobile device, each virtual visit uses secure technology, encrypting all communication over the internet. In addition, Express Care Online is compliant with all HIPAA and PHIPA regulations. All patients' personal medical records are and will be confidential. Learn more about Cleveland Clinic Canada's privacy policy at <https://my.clevelandclinic.org/about/website/privacy-security>.

Can plan members access services while travelling?

Express Care Online access covers healthcare needs when travelling within Canada. Virtual Care services are not available outside of Canada.

