

Frequently Asked Questions (FAQ)



Lumino Health Virtual Care Employee Assistance Program (EAP), powered by Dialogue

Q. What is Lumino Health Virtual Care Employee Assistance Program (EAP)?

A. Lumino Health Virtual Care EAP offers short-term support for::

- mental health and well-being,
- legal and financial services,
- career counselling,
- support for family and relationships.

Here’s a detailed summary of the EAP services available:

Service	Type	Professional
Mental health	Phone call or live video call	Mental Health Specialist, Therapist, Psychotherapist/Psychologist
Family & relationship	Phone call or live video call	Mental Health Specialist, Therapist, Psychotherapist/Psychologist
Child & Elder care	Phone call or live video call	Mental Health Specialist
Work & career	Phone call or live video call	Licensed Career Counsellor
Legal	Phone call	Lawyer
Financial	Phone call or live video call	Financial Professional
Manager consultation & referral	Phone call or live video call	Mental Health Specialist, Licensed Career Counsellor

Q. How do I access Lumino Health Virtual Care EAP?

A. You can access EAP services through the Lumino Health Virtual Care mobile app or online. Eligible dependents also have access to this EAP. If you've already created a Lumino Health Virtual Care account, you can access EAP using the same login, through the mobile app or online.

If you don't have a Lumino Health Virtual Care account or haven't created one, start by downloading the Lumino Health Virtual Care mobile app through the Apple App Store for iPhone and Google Play for Android to create your account. Or create your account online [here](#).

A step-by-step guide is available [here](#).

Q. Is there a limit to the number of consultations I can have?

A. No. You can access the service for an unlimited number of concerns. A concern is defined as a distinct case. If there are multiple cases identified during intake, they'll be considered as separate cases.

Q. What access to coverage 24/7 actually means?

A. Lumino Health Virtual Care EAP is available 24/7. This means you can book an appointment with relevant providers within 24 hours. Dialogue may direct some requests made at night to a consultation during the day. These cases usually require coordination between different EAP providers who are unavailable at night. This includes non-acute mental health concerns, career counsellors, financial advisors, and legal counsellors.

Q. Are all providers accessible through EAP covered under my benefits plan?

A. You should refer to your booklet to determine what's covered under your benefits plan.

Q. How do I get a referral?

A. If you clinically need a referral the Dialogue team will coordinate one for you. They'll also schedule an appointment with another practitioner for you. An example of this is: switching from a Mental Health Specialist to a Psychotherapist within Dialogue.

If you completed your included number of sessions for a specific issue and want to continue to consult about the same issue with the same practitioner, you can do so for an hourly fee. This fee depends on the practitioner type (Therapists, Career Counsellors, Financial Planners). You can complete the coordination, appointment scheduling and payments through the Dialogue platform.

During or following your treatment you may require services or support that Dialogue can't provide virtually. If this is the case, Dialogue will refer you to the appropriate external support resources. You'll then need to contact these resources outside of the Dialogue platform.

Dialogue uses a "smart questionnaire" for initial intake questions. However, a Mental Health Specialist (live agent) performs the triage. The intake process includes questions to determine:

- if you're in immediate danger,
- the area you need help with, and
- whether there's other input before connecting with a Mental Health Specialist (MHS), who will start the triage.

Dialogue will match you with the best practitioner type for your needs. However, in order to have an appointment scheduled within 24 hours, they'll match you with the next available appropriate practitioner. During the initial consultation, you can request to have a practitioner who aligns with your religious needs, cultural preferences, or other predispositions.

Q. Can I request a new therapist once treatment has started, if I feel the therapist isn't a good fit?

A. Yes. The Dialogue Care team will do their best to pair you with a provider that matches your needs. If your therapist is not meeting your needs, please relay this through the app and the Dialogue team will set you up with a new health-care professional.

Q. How does Dialogue's intake process react to situations requiring immediate care?

A. When you open a session under your EAP

- the first question we ask is whether you're in any danger of hurting yourself or others.
- If the answer is yes, we'll immediately put you in contact with the next available Mental Health Specialist (MHS) (within minutes).
- If the answer is no, you can continue to select which area you're looking for help with.

Dialogue will then put you in contact with an MHS for an initial assessment. If the MHS determines you require immediate and acute support, they'll complete an emergency protocol and redirect you to emergency services.

Q. Will Sun Life or my employer be able to see my medical information?

A. No. Neither Sun Life nor your employer has access to any information you provide to Dialogue or discuss with the practitioner during the visit. This information is confidential. Only you and Dialogue will have access to this information.

Q: Is my information shared outside of Dialogue?

A. No. Your personal health data belongs to you. Only you have the power to request that Dialogue shares your personal file beyond your care team. This includes sharing information with your family doctor. If you want Dialogue to send your information to your family doctor, you'll need to contact Dialogue. Dialogue won't share any confidential or personal information with your employer or with Sun Life. They'll only share unidentifiable data such as:

- % of registrations
- total number of visits per month, etc.

Q. Can my dependents also use Lumino Health Virtual Care EAP?

A. Yes. Eligible dependents also have access to Lumino Health Virtual Care EAP.

Q. What is the experience for eligible dependents under the Lumino Health Virtual Care EAP?

A. The experience for eligible dependents is the same as the plan members. They can access the EAP services via the Lumino Health Virtual Care app. They can do this either through a web browser or via any mobile device with web access.

Q. How do eligible dependents enroll in the program?

A. You can invite your eligible dependents if they're 14 years old and over. These dependents can create their own confidential account using their own username, password, and email. A [step-by-guide is available here](#).

Q. Is there a limit to the number of eligible dependents for EAP?

A. No, as long as the dependent is eligible under your Extended Health Care (EHC) coverage

Q. Is the triage process different for children?

A. Yes. Access to EAP services differs according to the age of the child. This is based on medical regulations governing patient privacy.

For children (age 13 and under):

- Lumino Health Virtual Care and the Dialogue team can't treat children that are 13 and under for mental health concerns. In this case, a referral to in-person resources would be provided to the parent or guardian for the child.
- You can include children in group/family coaching (under the family and relationship tile). Use the primary caregiver's account to access the consultation with the family coach. In this case, the caregiver must be present.

For eligible dependents (age 14 and older):

- Access to the EAP services is by invitation. The parent or guardian must first create their own account. They must do this with their own username and password, and a valid email address. The eligible dependent must then do the same to gain access and be able to receive a consultation.

Q. If a child aged 14 or older uses Lumino Health Virtual Care and the medical team thinks they're in danger (mental health concerns for example), will the team notify a parent?

A. The Dialogue Care Team deals directly with the child if they are 14 years old and older. However, if the Dialogue Care Team feels the child is in danger, they follow the law in the child's province of residence. Dialogue can notify the parents if the child's given consent. If they aren't allowed, they need to ask for consent from the child.



Diversity, Equity, and Inclusion

Q. Can I request a practitioner based on religious, cultural, or other reasons?

A. Dialogue can't guarantee this. But they'll always try their best when matching you with a practitioner. Lumino Health Virtual Care will attempt to accommodate language preferences. They guarantee service in English and French. The entire MHS team is trained on LGBTQ+, gender, and other diversity matters. If MHS doesn't feel they're equipped, they can refer you to a practitioner with more experience in a particular area.



Accessibility/Accessibility for Ontarians with Disabilities Act (AODA)

Q. Is Dialogue AODA compliant?

A. Yes. Dialogue is AODA compliant. Here's a link to their site stating this publicly dialogue.co/en/aoda.

Q. How will the intake process work for someone whose visually impaired?

A. All Dialogue websites and web content conform with Level AA of the WCAG 2.0 (Web Content Accessibility Guidelines). This is as of January 1, 2021, as required by the AODA's Information and Communications Standard. Someone who is visually impaired can go through the entire intake process through Dialogue's web app, using their screen reader as usual within their web browser.



General information

Q. Can I change the email address I sign in with?

A. Yes. Visit the Account section within the app and click on the email address field to update your login email.

Q. Can I use Lumino Health Virtual Care EAP while travelling in Canada?

A. Absolutely. If you're travelling within Canada, Dialogue can assess and treat you anywhere in the country. This includes getting a prescription for medication.

Q. What qualifications/credentials do Dialogue's Care Team hold? And how do they screen candidates?

A. Dialogue carefully selects the care team to assure they can provide Clients and plan members with the highest quality care.

All health-care professionals hold licenses (where applicable) to practice in one or more Canadian jurisdictions. This means that they've received the appropriate training and maintain their expertise by meeting or exceeding the prescribed minimum number of continuing education hours.

When hiring, Dialogue has a rigorous multi-step selection process. It screens for education and training, a patient-centred approach, dedication to evidence-based practice and interest in innovation. Each candidate goes through an in-depth in-person interview, an appointment simulation exercise, and reference checks.

Q. Can Dialogue Care Team's practitioners access provincial health systems?

A. As licensed provincial practitioners, the Dialogue Care Team's practitioners have the same access to provincial systems as any walk-in clinic practitioner would.



Questions? We're here to help.

Please call us at **1-800-361-6212, Monday to Friday, 8 a.m. to 8 p.m. ET.**

For **afterhours support** please visit help.dialogue.co and use the chat feature.

If you have questions or concerns about your Lumino Health Virtual Care EAP services, please contact support@dialogue.co.

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. VC-9638 05-22 ng-mp

