



## GROUP BENEFITS | DIGITAL HEALTH CARE SERVICES

# Additional digital services you can access through your health care benefit

These are indeed unprecedented times and it's important that you look after your physical health as well as your mental health. Here are some digital services that are available to help you and your plan members and families manage through COVID-19.

## Green Shield Canada

### Access BEACON – guided digital therapy that works... anytime, anywhere

The arrival of COVID-19 has brought uncertainty and isolation. If you're feeling stressed, anxious or you're having difficulty sleeping, BEACON may be helpful. Available to you and your dependents (age 16 and over), BEACON is an effective, easy-to-access way to receive personalized cognitive behavioural therapy guided by an experienced, regulated, mental health professional. It's a fully digital program, so your therapy happens anywhere and anytime that's comfortable for you—and you may even have coverage under your benefits plan. Even if it's

not covered, it is offered to GSC plan members at special discounted rates. After registering online, you can access BEACON anytime via the web or app using your computer or mobile device.

To find out whether BEACON is right for you, just visit [mindbeacon.com](https://mindbeacon.com) and click on "Start My Assessment." You'll be guided through the steps to complete your personal assessment.

BEACON has also recently launched free resources and links to BEACON therapy, including helpful advice and a new ability to treat health anxiety through therapist-assisted, digital therapy. These are available now in English; French resources will be released shortly.

## Visit an online pharmacy with PocketPills

No need to leave home to visit your community pharmacy. From discussions with a pharmacist to refilling prescriptions to ongoing disease management, PocketPills provides the full pharmacy experience digitally. Using a mobile app, you can instantly connect with a pharmacist or manage your medications online. Low prescription dispensing fees, personalized packaging, and free home delivery round out this convenient service. Get started by visiting [pocketpills.com](https://pocketpills.com).

## Exercise your body, and mind, at home

GSC has various strategies for helping you stay/get active—especially as you may find you have more time to dedicate to exercising at the moment. Coach Ivan, GSC's digital exercise coach, is standing by at <https://www.greenshield.ca/en-ca/coachivan> and can create a personalized video for you with a recommended action plan based on your current activity level and interests. (Bear in mind Coach Ivan filmed his segments prior to the concept of social distancing, so use your current awareness to consider his suggestions for group activity.)

And if you have access to the Change4Life health portal (via Online Services), check out GSC's Mindfulness Program, which is designed for better management of stress and anxiety, as well as chronic pain and depression.

## Explore remote delivery of other health services

To help you maximize your benefits coverage—even in this new reality—we have expanded the claim types we will accept when delivered remotely. GSC already accepted such claims for dietitian services, psychology, social worker services and speech therapy. We are now also allowing claims for Skype/video-delivered naturopath services, occupational therapy and physiotherapy.



## Maple

### Talk to a doctor online

With social isolation and distancing part of our lives right now, Maple allows you to instantly connect with a Canadian-licensed doctor for medical care from your phone, tablet or computer—any time, 24/7/365. Many common medical conditions can be treated online, including allergies, asthma, cold and flu, infections, pink eye, sore throat, and many more. You can receive diagnoses, prescriptions and lab requisitions as necessary during your online consultation.

In addition, Maple has launched an OHIP covered COVID-19 screening program in Ontario. This means Ontario-based plan members can log in to see a doctor for free for COVID-related inquiries. In all other regions, Maple can provide advice, guidance and screening for COVID anywhere in Canada. For more information and to register with Maple, go to [www.getmaple.ca/victor](https://www.getmaple.ca/victor). Check your plan documents to confirm if Maple is included in your plan.

## Morneau Shepell

Your EAP provider has released several pre-recorded webinars that may help plan members manage through COVID-19. Here's the link to their site with current offering:

<https://workplacelearning.morneaushepell.com/en/covid-19-training>

1. What is Novel Coronavirus
  - › Symptoms of COVID-19
  - › The spread of the virus
  - › Prevention
2. Managing Emotional Well-being During COVID-19
  - › Why outbreaks affect our emotional health
  - › Practical skills to cope with the anxiety
  - › Talking to your children
  - › Tips for you and your family
3. Talking to Your Child About the Coronavirus
  - › How to demystify fear, stress and anxiety surrounding COVID-19
  - › How to recognize signs of anxiety in children and adolescents
  - › Concrete intervention strategies to reduce anxiety
  - › Concrete intervention strategies for anxiety
  - › Strategies for increasing resilience as a parent
  - › When to consult a professional about a child's anxiety
  - › Professional resources available for support

4. Introduction to Working Remotely
  - › Set boundaries between your work and personal life
  - › Understand how to manage yourself when working remotely
  - › Develop effective communication strategies for virtual teaming and networking

## LifeSpeak

Check out [this link](#) to find LifeSpeak's expert blog posts around navigating and managing the COVID-19 pandemic. Check back often for new information. Current topics include how to manage anxiety, how to make working remotely a success, managing your money in a global pandemic, and how to manage social distancing in your day-to-day life.

Note that in order to look further into the video library, you will need the link and password:

URL: <https://victor.lifespeak.com>

Client Password: lifespeak

## Remember...

Take care of your mental and physical health—we're all in this together.

Visit us at [victorinsurance.ca](https://victorinsurance.ca) to learn more.

This document is for illustrative purposes only and is not a contract. It is intended to provide a general overview of the program described. Please remember only the insurance policy can give actual terms, coverage, amounts, conditions and exclusions. Program availability and coverage are subject to individual underwriting criteria.

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