

THE CHALLENGE:

Canadians face long wait times for health care, and our system is under pressure due to our aging and growing population. These challenges translate into more absenteeism, less productivity, and diminished health for your plan members.

THE SOLUTION:

As an optional add on to your benefits plan, Green Shield Canada (GSC) offers access to telemedicine through Maple – a virtual health care provider that allows plan members to talk to a physician in five minutes or less, from any smartphone, computer, or tablet.



ONLINE ACCESS TO DOCTORS THROUGH MAPLE

At GSC, we're committed to expanding virtual health services and providing innovative and cost-effective ways to help Canadians lead their healthiest lives. Maple transforms the health care experience for plan members by making quality health care more broadly and more readily available via technology when and where plan members need it so they can feel better, faster.

MAPLE'S VIRTUAL CARE SERVICE

At any given time, Maple has over 400 Canadian-licensed doctors available nationwide – the largest online network of doctors in Canada – enabling it to offer true 24/7/365 care in English and French. This access means GSC plan members are able to address issues the moment they arise, resulting in fewer workplace absences, improved productivity, and enhanced well-being.

Maple's model of health care delivery helps with the sustainability of our health system by saving precious public system resources for those who need them the most. Through Maple's website or mobile app, plan members can consult with a doctor for diagnosis, treatment, and advice, right from their device. This means they won't have to wait in a walk-in clinic or the emergency department for simple medical issues or renew a medication they have been taking for years.

HERE'S HOW MAPLE WORKS...

Plan members can find a GSC-specific website link (www.getmaple.ca/greenshield) on Online Services and our corporate site where they can register for Maple using their GSC ID number and date of birth; they will then need to create an account. After their initial registration is complete, plan members can sign in to their account directly from the Maple app or website to use the service.

Plan members can then request a consultation with a doctor from their phone, tablet, or computer any time via the Maple app or website. The average wait time to speak with a doctor is less than five minutes. Many common medical conditions can be treated virtually on the app, including allergies, asthma, cold and flu, infections, pink eye, sore throat, and many more health issues. Doctors can provide diagnoses, prescriptions, lab requisitions, and more as necessary during the online consultation. Plan members can also use Maple to keep track of their medical records which promotes easier health care navigation and better continuity of care.

DISCOUNT PRICING AVAILABLE TO ALL GSC PLAN MEMBERS!*

We are offering Maple as an optional add on to GSC benefit plans at a per-plan-member per-month fee. This allows your plan members to access Maple at no cost, or at a very minimal out-of-pocket cost, depending on the model selected. And if you decide not to add coverage to the plan, we're offering a discount on Maple's per-visit fee for all plan members, their spouses, and dependents.

Maple will automatically apply the discounted fee for GSC plan members when the service is used. The plan member is billed the discounted rate accordingly, and this expense can be reimbursed through a health care spending account.

WHY INCLUDE MAPLE IN YOUR BENEFITS PLAN?

Offering a competitive and innovative benefits plan can help prevent absences, turnover, and improve productivity. Providing telemedicine within a benefits plan results in broad uptake of the program, ensuring all plan members have equal access and eliminates out-of-pocket cost from becoming a barrier to access. And an engaged, healthy, and happy workforce has broad sweeping impacts on competitive success.

* Discounted pricing and hours of service may be impacted in British Columbia and Quebec where telemedicine services are covered. Wait times may be slightly longer in these provinces.

We compared workplaces with and without Maple:

WORKPLACE WITH MAPLE	WORKPLACE WITHOUT MAPLE
Less than five-minute wait time for medical attention from a doctor	53% of Canadians must wait at least two days to secure a doctor's appointment ¹
Available 24/7/365 therefore no need to disrupt the day or take time off from work	At least four hours off work to visit a family doctor, clinic, or ER ²
On average, 65% of Maple visits prevent a workplace absence	Average of 8.5 days missed from work per year per employee due to illness ³
Average satisfaction rating of Maple is 96%	Average satisfaction rating of 61% for traditional benefit plans ⁴
Average annual utilization rate of 60-80%	Average annual EAP utilization rate of 7.6% ⁵
Enhanced HR program integration, higher benefit utilization, improved coordination for employees	Fragmented employee benefits, making it difficult to navigate and leading to low utilization of programs

QUESTIONS?

Contact your account team for more information about offering coverage for Maple as an addition to your group benefits plan at a per-plan-member per-month fee.

Notes:

^{1,2} Commonwealth Fund Survey 2016

³ Statistics Canada 2019

⁴ Sanofi Canada Healthcare Survey 2019

⁵ Government of Canada: Employee Assistance Services 2014

1-800-268-6613

greenshield.ca