

Understanding the free Maple program with GSC

Thank you for joining the GSC and Maple webinar on January 18, 2021. Here are some of the top questions and answers from the webinar.

WHAT ARE THE DETAILS OF THE FREE PROGRAM? WHEN DOES THE FREE PROGRAM END?

Plan members and their dependents have four free general practitioner visits on Maple, available everyday between 7 – 12AM local time. This program is free until February 28, 2021. Your GSC account representative will be in touch with you to discuss options to continue with the benefit.

DURING THE FREE PERIOD, DO PLAN MEMBERS NEED TO INPUT ANY PAYMENT INFORMATION?

No, plan members will not be prompted for payment for General Practitioner consultations if they sign up at www.getmaple.ca/greenshield and create a Maple account using their GSC ID. If plan members are being prompted for payment, they can reach out to Maple's customer support team through live chat on the Maple website or by emailing support@getmaple.ca.

DOES MAPLE OFFER ONLY GP SERVICES? IS THERE ACCESS TO SUPPORTS LIKE COUNSELLING?

While Maple provides access to general practitioners, specialists and paramedical providers; GSC's promotional program offers free general practitioner visits only. Virtual specialist and paramedical visits are available directly on Maple (e.g. dermatologist, mental health therapist, etc.) at an out-of-pocket expense, however, some may be reimbursable through extended health benefits.

DO MEMBERS NEED TO BE A CANADIAN RESIDENT WITH A CANADIAN HEALTH PLAN?

To use Maple, plan members do not have to be Canadian residents nor do they need to have a Canadian health plan. They simply need to be physically located in Canada at the time of consultation. Members who are Canadian residents can also use Maple when travelling internationally and speak with Canadian doctors for medical advice and diagnosis, however, they cannot receive prescriptions while traveling outside Canada.



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HOW DO FAMILY DOCTORS FEEL ABOUT THIS SERVICE?

Family physicians appreciate Maple's role in providing immediate and after hours care to their patients and prefer when patients use Maple because medical records can be shared back to them. There are certain reimbursement models for doctors where the physician will incur financial penalties if the patient visits a walk-in-clinic. If one of their patients visits a walk-in, the physician is deemed by the province not to have provided adequate health coverage to their rostered patient so they will claw back fees from the physician. Since this program through Maple is privately funded by GSC, there is no negative financial impact to the physician / for patients using Maple. Maple has generated a lot of support from physician offices because it helps to bear the burden of providing round the clock care.

HOW LONG WILL THE APP BE AVAILABLE, IN CASE PLAN MEMBERS WANT TO SHARE INFORMATION WITH THEIR FAMILY PHYSICIAN?

Plan members will always have access to their Maple account, including their medical records and any consultation summaries. They can send information to their family physician even after the program ends.

WHAT HAPPENS IF PLAN MEMBERS DOWNLOAD & USE MAPLE WHEN THE FREE PERIOD ENDS?

If a plan sponsor decides to continue the program, plan members will continue to have access to free Maple visits (paid by the plan sponsor). If a plan sponsor decides not to continue the program, plan members will be prompted for payment upon requesting a consultation.



Promote the free online doctor's visits to your organization.

- Click [here](#) for an email you can send out to your organization
- Visit www.getmaple.ca/gsc to learn more and download the plan member guide

If you have questions about how to promote the program, contact your GSC Account Representative.