

YOUR access 2



It's the digital age.

And digital means convenient, easy, and accessible.

As a GSC and Health Assist customer, your digital device – your smartphone, tablet, laptop or desktop – is your access to benefits and services that will help to improve your overall health and well-being.

Health care is evolving. It's our focus. And we get it.

In-person, traditional visits with health care professionals are not suitable for everyone, or realistic or feasible for every situation.

With your Health Assist plan, you can leverage technology and its advantages to get convenient and easy access to quality services...



BEACON^{®†}

**Personalized, digital
psychotherapy... at any
time, from anywhere**



If you're stressed, anxious, feeling down, or dealing with insomnia, BEACON^{®†} may be right for you. BEACON is an effective, easy-to-access way to receive cognitive behavioural therapy (CBT) – a psychotherapy approach to learning new ways to manage mood, thoughts and feelings through a focus on building coping skills. With no scheduled in-person appointments to set up or travel to, your therapy happens via your mobile device or computer, where and when it's convenient for you – at home, during your lunch hour, or over a cup of coffee.

The BEACON Standard therapy course provides access to a dedicated therapist for up to 12 weeks, and to helpful online resources for one full year. Every BEACON therapist is a Canadian-regulated mental health professional. Your therapist will tailor your therapy to you, giving online exercises and activities to fit your needs and progress. You can message your therapist any time without worry... your use of BEACON and all interactions with your therapist are completely confidential.

And the really good news?

BEACON is a benefit of your Health Assist plan. That's right! The BEACON Standard therapy course is fully covered by Health Assist plans. You and your dependents (age 16 years and over) can take advantage of the BEACON Standard course, free of charge (one course per person per year). It's very comprehensive. And there is no out-of-pocket expense for the Standard therapy course – none whatsoever.

The BEACON Insight+ option includes the Standard therapy course plus a clinical psychologist's review of your assessment results and a psychological diagnosis report you can share with your healthcare provider. This option is also available to you for a \$300 payment that is eligible for coverage and reimbursement under the Psychology benefit included in your health plan.

So if some extra support and coping skills would be helpful, and digital solutions appeal to you, there's no reason to hesitate.

Maple

**Skip the waiting room...
speak to a physician online**



With Maple, you can connect with a Canadian-licensed doctor for medical care from your phone, tablet or computer within minutes, any time. And when we say, "any time", we really mean it – 24 hours a day, 7 days a week, 365 days a year.

Many common medical conditions can be diagnosed online, including allergies, asthma, cold and flu, infections, sore throat, pink eye and more. With Maple, the average wait time to speak with a doctor is less than two minutes. You can receive diagnoses, prescriptions, medical notes and lab requisitions, as necessary, during your online consultation.

While many family doctors and clinics offer virtual visits, they are not available around the clock. Maple is.

As a Health Assist customer, you receive GSC preferred pricing (please note: the amount you pay isn't eligible for reimbursement under your plan).

PocketPills

Medication made simple,
with free delivery



There's no need to wait in line at the pharmacy when you use PocketPills. Simply call PocketPills or sign-up online. PocketPills will transfer your prescription from the pharmacy, and take care of the rest. They'll prepare your medication and deliver directly to your door, monthly, for a low dispensing fee. And home delivery is free of charge.

PocketPills is especially handy if you take more than one medication. Your medications will arrive, sorted by dose and time of day, and labelled in easy-to-open PocketPacks. The PocketPills team will work with your doctors to manage your medications, so you don't have to worry about co-ordination or refills. If you have questions, you can chat with a pharmacist online. And they handle and process your claims directly with GSC.

Legal Assistance

Advice that's just a
phone call away



As a Health Assist customer, you have quick, easy access to unlimited free summary telephonic legal advice, offered in partnership with Sykes Assistance Services. It can help guide you through most major types of law including family, criminal, civil litigation, landlord and tenant, residential real estate and wills and estates. The advice lawyers will take all the time necessary to answer your questions.

You can also request that a lawyer draft a simple legal letter on your behalf, like a demand letter or travel consent letter. Review of simple legal documents (six pages or less, single sided) is another service offered to you, free of charge, as a Health Assist customer.

And if you want a referral to a lawyer in your area, Sykes Assistance Services can refer you to a local lawyer who will offer you a discount of 25% on legal fees (as long as the lawyer's account is paid within 30 days of receipt; the discount does not apply to real estate matters).

If you are a victim of identity theft, Sykes Assistance Services can help with that too. They will assign an Identity Restoration Consultant to your case who will assist you in restoring your identity until the matter is completely resolved.

We understand that caring for aging parents is part of life. Lifestage Care from Sykes Assistance Services is a valuable resource that can help you find care for aging parents or ailing children, including links to financial assistance, costs of care, advice from experts and informative articles.

GSC Online Services

Access at your finger tips



Register for GSC's Online Services, where you'll have easy access to your Health Assist benefit plan. It's the ultimate in self-service. You can:

- Arrange for direct deposit so that your claims reimbursements are deposited directly into your account (no need to wait for a cheque in the mail)
- Submit your claims online
- Track your benefit balance
- Confirm prescription drug eligibility, cost and reimbursement
- Find GSC-approved registered specialists, dental and vision care providers in your area
- Find vision and hearing care providers who offer discounts to GSC customers through the GSC Preferred Provider Network
- And more.

GSC on the Go®

Always on the go?



We can keep you connected to your benefits – no matter where you are or what time it is – through your smartphone or tablet. GSC on the Go® is the free app that is designed and available exclusively for GSC customers. It will give you 24/7 mobile access to your Health Assist plan. It's convenient, quick and easy to use. (Really!)

With GSC on the Go, you'll get all these online services:

- Submit claims directly from your smartphone or tablet – no need to send us anything in the mail
- We'll send you an email to confirm that we received your claim, saving you the extra step of checking in with us
- Sign up for direct deposit. You'll get your money back faster, and we'll send you an email to confirm that it's been paid.
- Use Drugs on the Go® to confirm the medications eligible under your plan
- Find health care providers near you
- Check your coverage amounts and the balance on your Health Assist plan
- Use your electronic all-in-one benefits and travel ID card. (Your wallet will thank you.)

Change4Life®

It's educational, fun and rewarding



Available exclusively to GSC customers, the Change4Life® digital rewards program is designed to encourage and support healthy lifestyles. Most importantly, it is easy to use. You access Change4Life through GSC Online Services or the GSC on the Go app – via your smartphone, tablet, laptop or desktop – which means you can access it whenever and from wherever you like.

After you complete an online health assessment, you'll begin earning points as you participate in Change4Life activities and resources. The points accumulate really quickly. (Yes, really!)

You redeem your points by bidding on the chance to win gift cards for popular Canadian retailers. With gift cards for \$10, \$20, \$50, \$100 and \$250, you can bid often or save your points and bid for the gift cards of greater value.

With Health Assist plans from GSC, it's all about you and your access to the benefits and services that help you live a healthier life.

healthassist®

gsc
green shield canada

Plans provided by Green Shield Canada.

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