



Risk & Insurance | Employee Benefits | Retirement & Private Wealth

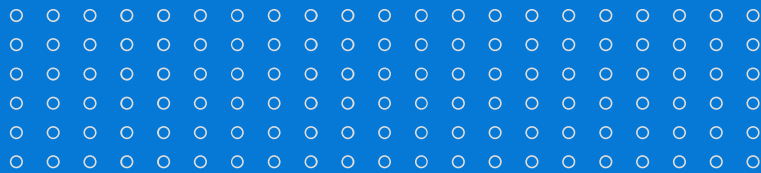
NSFM Benefit Plan Member Webinar

October 26, 2023



Agenda

- NSFM Benefit Plan Overview
- Medavie Blue Cross Tools & Resources
- Telus Health One – EAP Overview
- Telus Health Virtual Care Overview



NSFM Benefit Plan Overview

Medavie Blue Cross Tools & Resources



NSFM Plan Overview

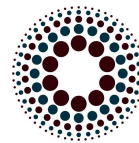
Service Providers



		Formerly SSQ	Formerly Lifeworks	Formerly EQ Care
<ul style="list-style-type: none"> • Health and Dental • Emergency Travel 	<ul style="list-style-type: none"> • Life • Long Term Disability • LTD Early Assistance 	<ul style="list-style-type: none"> • Accidental Death & Dismemberment 	<ul style="list-style-type: none"> • EFAP 	<ul style="list-style-type: none"> • Virtual Health Care



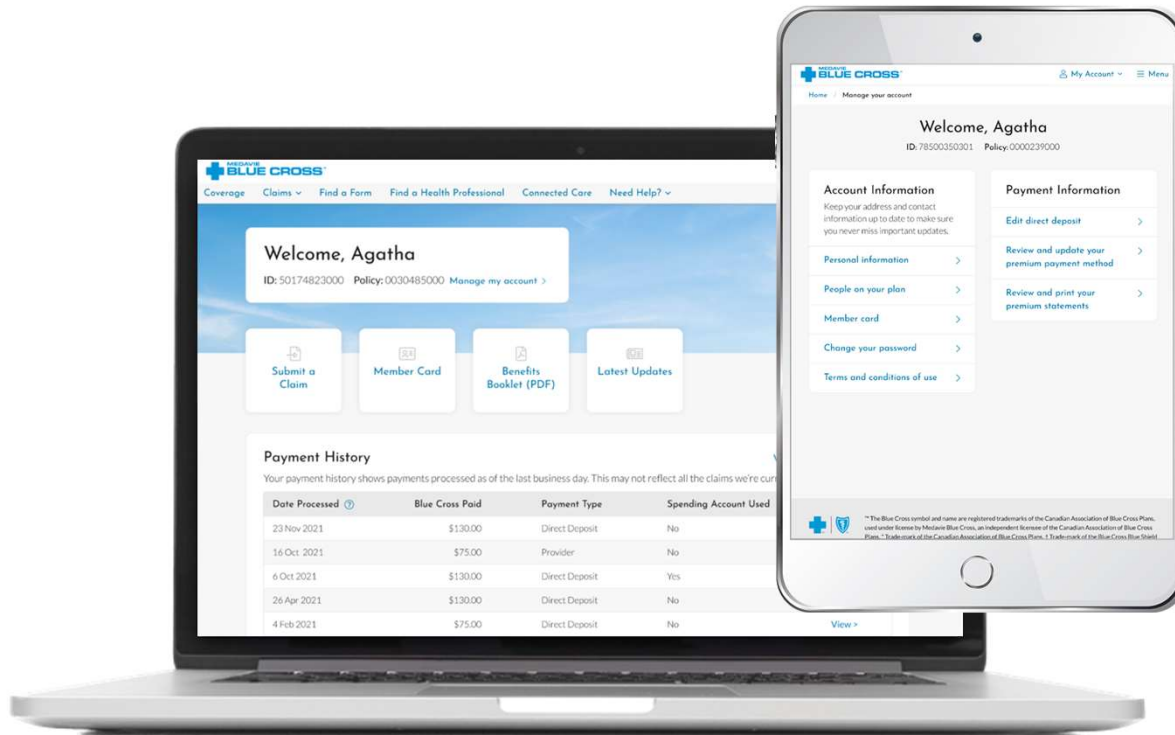
Employee Benefit
Plan Consultants



NOVA SCOTIA
FEDERATION OF
MUNICIPALITIES

Health & Benefits
Committee

Member Service Site



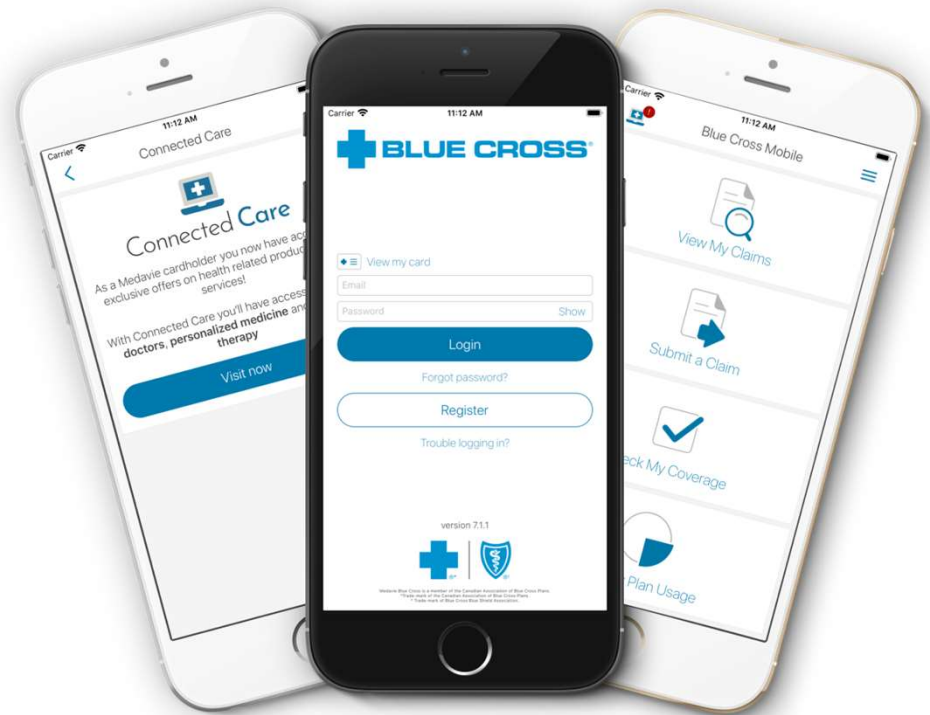
Members can access detailed plan information, submit claims, print a replacement ID card & more!

www.medaviebc.ca

1-800-667-4511

Blue Cross Mobile Features

- Submit a claim just by taking a photo
- Search benefit details
- View past claims
- Find a health professional near you
- Use and share a mobile ID card
- Get reminders on when to take and refill your medications
- Access Connected Care member-only digital health solutions



Managing *Chronic Disease*

Covered Conditions

Our team of specialized health care professionals offer the knowledge, skills and resources to help you self-manage your condition on a day-to-day basis, while doing the things you need and want to do.

Have asthma or COPD? A lung health educator can help you to identify your triggers and control your symptoms.

Diabetes? Work with a certified diabetes educator to set and achieve goals for your blood sugar to minimize complications.

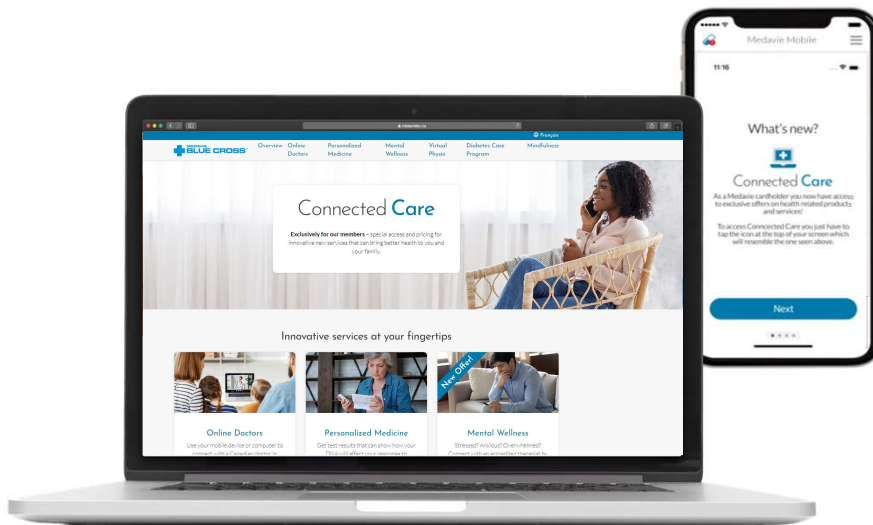
High Cholesterol or Blood Pressure? Understand the importance of drug adherence and set goals to lower your cholesterol - and keep your blood pressure in check - with the help of your health coach.

Smoker? Get expert services and support to kick the habit.



Connected Care

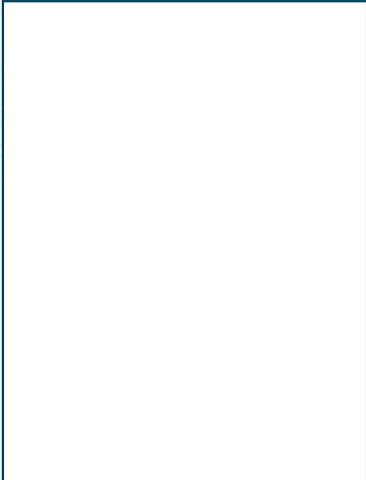
Overview



- Provides convenient access, with preferred pricing, to innovative health services
- Members access by logging into MBC app or member website
- Services may be eligible to claim through your benefit plan

Members can access the care they want, when they need it, from anywhere

Connected Care



Personalized Medicine

Get test results that can show how your DNA will affect your response to specific drugs—which helps your doctors prescribe the most effective and safe medication for you and at what dosage.



Mental Wellness

Stressed? Anxious? Overwhelmed? Connect with an accredited therapist by video, text messaging or self-directed ICBT program. Use your computer, tablet or mobile device – anytime, anywhere.



Virtual Physio

Virtual physiotherapy provides all the benefits of in-person physiotherapist in a more convenient format.



360 Total Care Program

Members living with diabetes, high blood pressure/cholesterol or obesity can access specially-trained health coaches and digital tools to better manage their condition.



Mindfulness

Use your mobile device or computer to access training programs and guided meditations from a global network of experts.



Help members **save** on medical, health and wellness related expenses

Offered by participating providers across Canada

Over 175 providers in Atlantic Canada and growing

www.blueadvantage.ca



My Good Health[®]

POWERED BY:  Health Connected

Digital Health and Wellness Platform

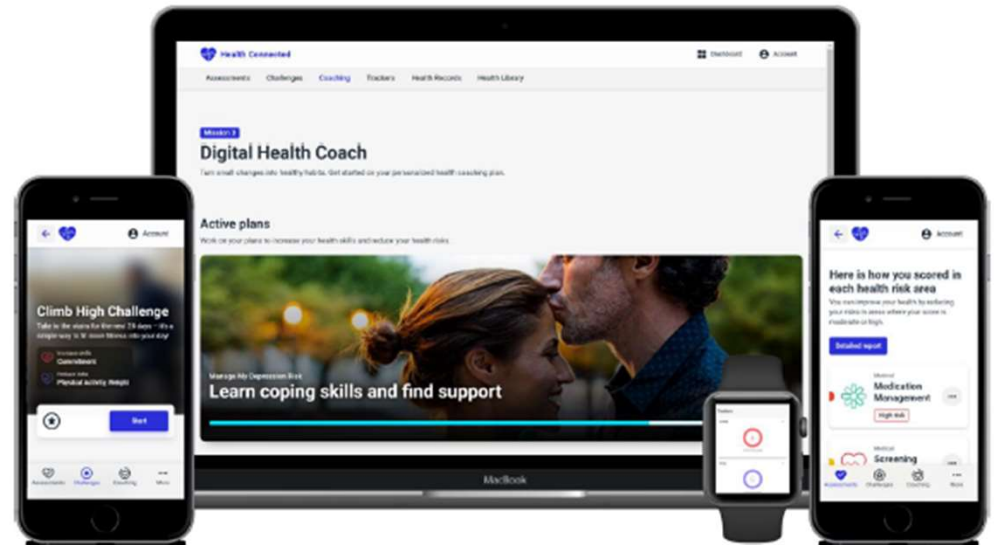
Health Assessments: discover your personal health risks and strengths.

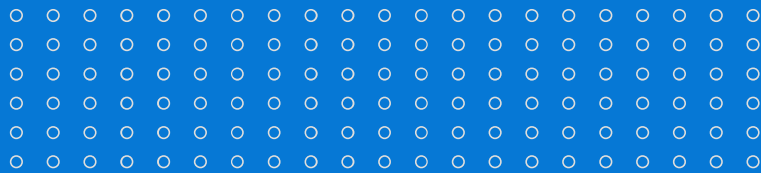
Challenges: test your resolve with a solo challenge, or set off on a virtual adventure.

Digital Health Coach: turn small changes into healthy habits with a personalized health coaching plan.

Personal Health Tracking: log your progress manually or connect to supported apps and devices.

Health Library: explore reliable databases, informative articles and resources to connect you with support groups.





Employee Assistance Program (EAP)

Telus Health One



TELUS Health EAP

- The EAP is voluntary and confidential
- There is no cost to the employee for use of the EAP
- Services are offered in both official languages (French and English)
- Individuals eligible to use the TELUS Health EAP:
 - Employees
 - Spouse/common-law spouse partner
 - Dependents Living within the same household as the employee
 - Children away from home attending post secondary education full time up to 25 years of age



Confidentiality is key

- No one will know you have used the EAP unless YOU tell them
- With your permission, discreet, non-identifying email or voicemail
- Confidential records kept in Canada
- Online services and programs are secure and password protected
- 100% confidential, within the limits of the law



What's on your mind?

- Feeling stressed
- Relationship issues
- Looking to improve the habits
- Personal issues – sadness, anxiety
- Looking to be more physically active
- Planning for retirement
- Dealing with crisis
- Childcare
- Have a legal question
- Money management questions
- Mindfulness and resiliency strategies
- Grief
- Becoming a parent
- Supporting older relatives
- Need to speak with a counsellor

How we can help.

We offer confidential, professional assistance and support to help you manage all of life's complexities—be it issues with your Work, Health or Life.

Clinical Counselling

- Personal/emotional issues
- Family
- Couples/ relationships
- Work related
- Addiction related

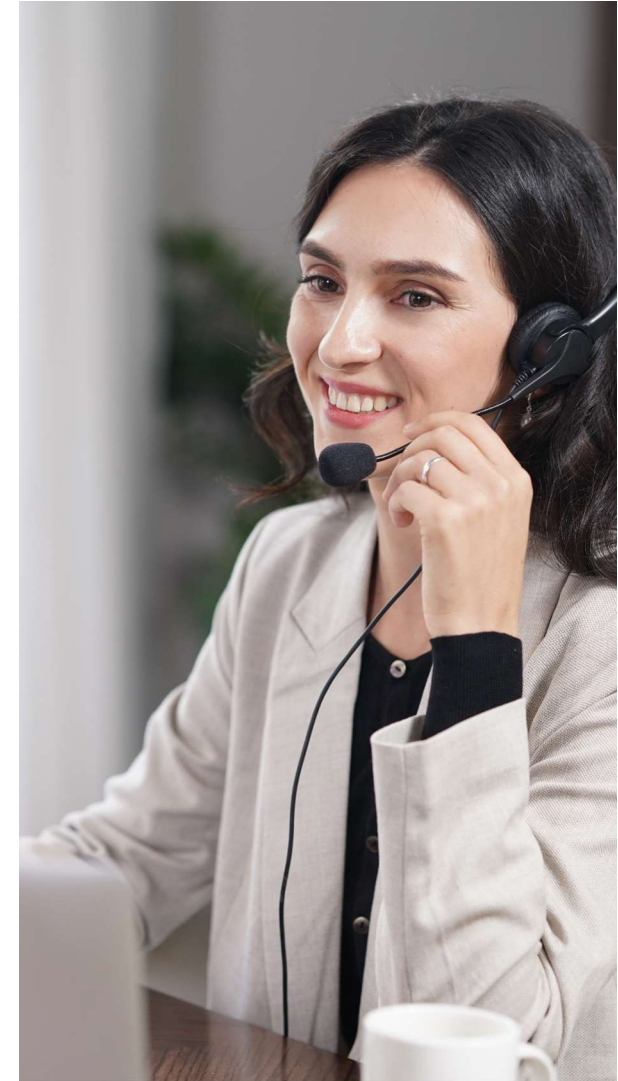


Work-Life Services

- Legal Consultations
- Financial Consultations
 - Career Services
- Nutrition Consultations
- Family Support Services
- Community Resources
- TELUS Health Fitness

WorkLife Services

Service categories	For example...	
Legal Consultation (excl. workplace disputes)	<ul style="list-style-type: none">• Separation/divorce• Child custody• Criminal law	<ul style="list-style-type: none">• Wills/estates• Civil litigation
Financial Consultation (excl. international tax)	<ul style="list-style-type: none">• Debt/credit• Divorce• Investment planning	<ul style="list-style-type: none">• Taxes• Retirement• Insurance
Career Services	<ul style="list-style-type: none">• Career planning• Starting Out program	<ul style="list-style-type: none">• Career resiliency coaching• Retirement planning





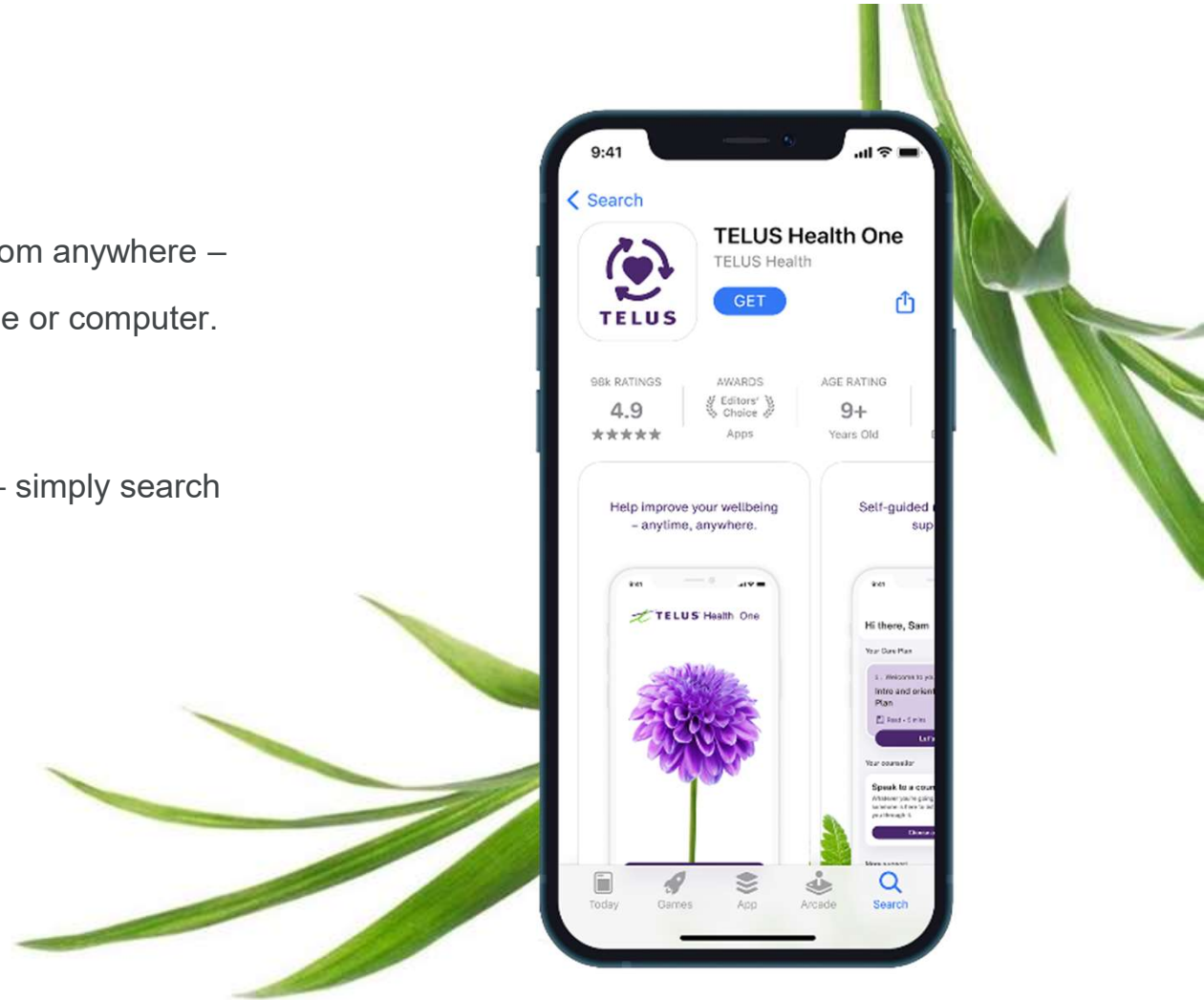
Work-Life Services

Work-Life Services	For example...	
Nutrition Consultation	<ul style="list-style-type: none"> • General healthy eating • Weight gain/loss 	<ul style="list-style-type: none"> • Disease state management • Accommodating shift work
Family Support Services	<ul style="list-style-type: none"> • Planning a family • Expectant/new parents • Home support services 	<ul style="list-style-type: none"> • Special needs • Elder Care • Residential care • Community programs
TELUS Health Fitness	<ul style="list-style-type: none"> • Powered by LIFT • At home, no equipment 	<ul style="list-style-type: none"> • 6 week customized program • Choose your workout

The Mobile Experience

Chat with an expert with just a tap – any time, from anywhere – or check wellbeing resources right on your phone or computer.

1. Visit: one.telushealth.com or
2. Download the free app on Android or iOS – simply search for “TELUS Health One”.
3. Under Log-in use the following credentials:
 - Username: **Municipal**
 - Password: **Wellness**



Support & resources

Thousands of clinically verified and trusted:

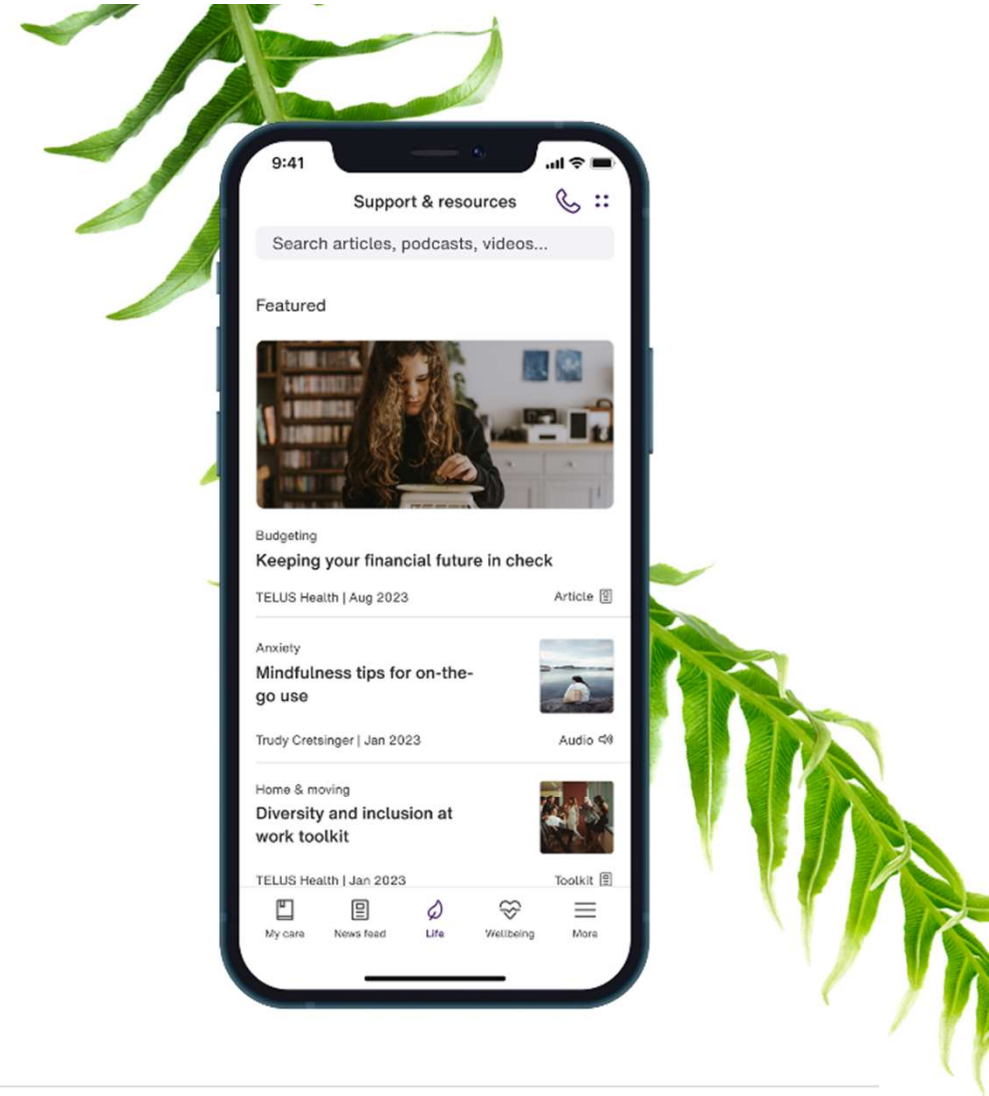
 E-books

 Articles

 Podcast

 Toolkit

 Infographics

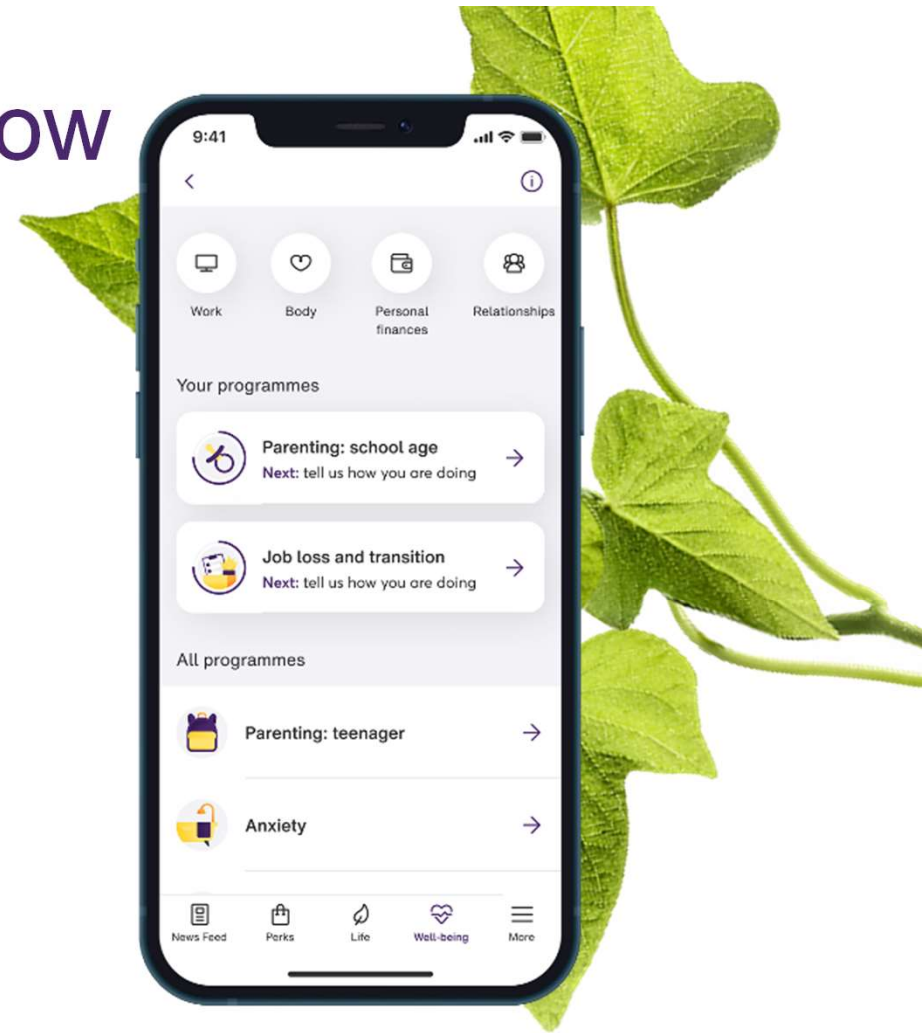


Digital Self-Help – Care Now

- Instant support anytime, anywhere, for many of life's daily challenges.
- Specialized self-help support to help you make positive changes with interactive digital content, assessments and exercises.

Range of modular based programs:

- Anxiety
- Stress
- Depression
- Substance Abuse
- Communications
- Separation/divorce
- Grief
- Coping
- Tobacco and Nicotine Cessation

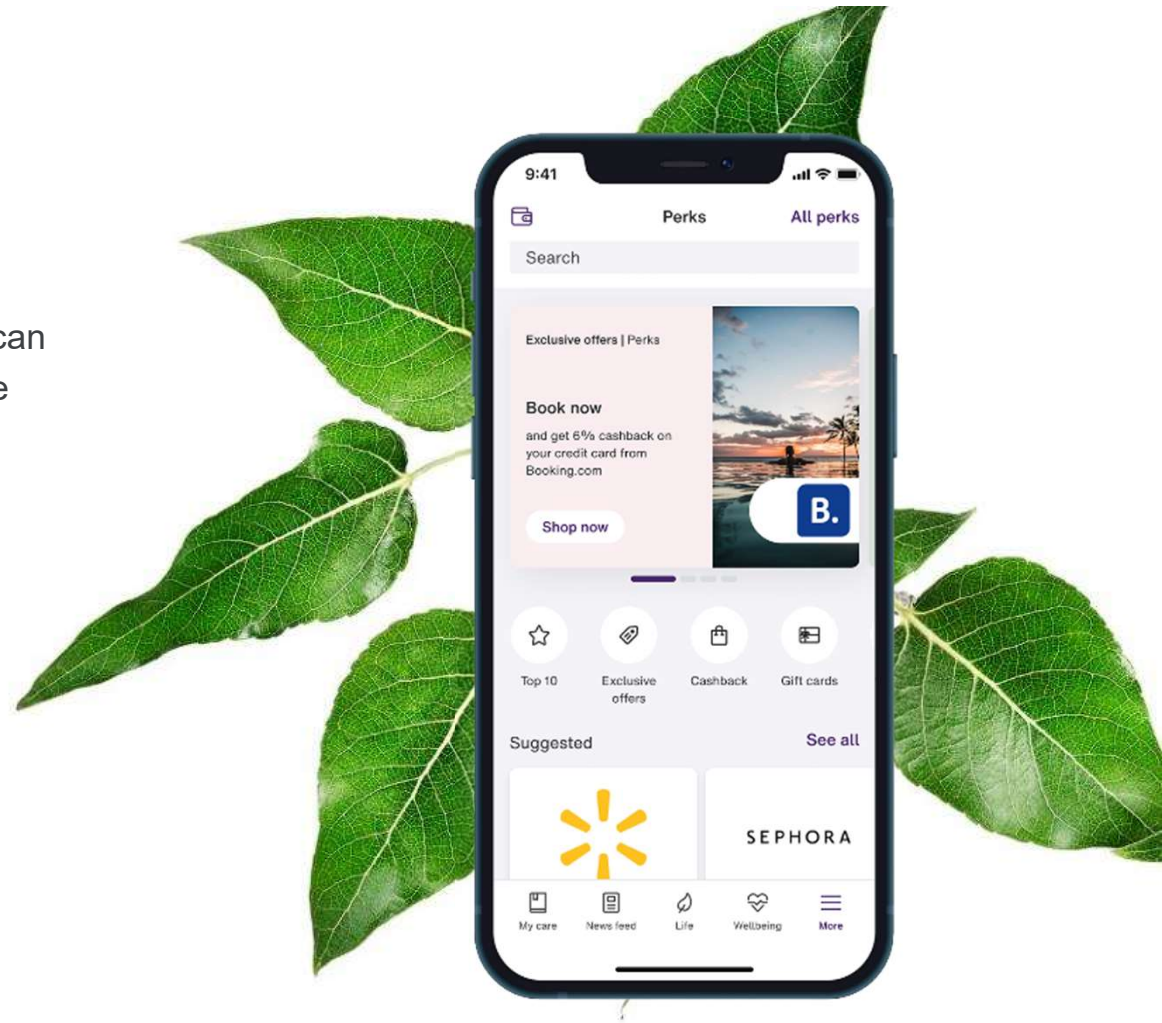


Perks & savings

Support for your financial wellbeing.

Do you like to save money? With TELUS Health, you can benefit from great deals and discounts, made available exclusively to you through the platform.

- Discounts on Key Life Events
- Top 10 and Exclusive Offers





Connect with the TELUS Health One EAP Program



Call us 24/7/365 or log in using the information below:

Toll-free telephone number

English: 1-844-880-9142

Online:

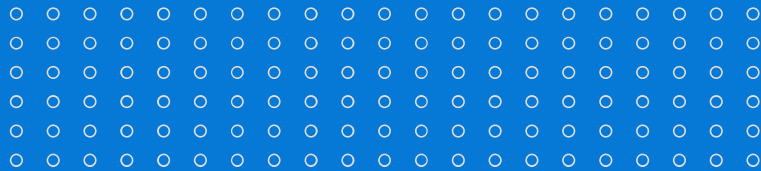


URL: one.telushealth.com or Download the App

Under Log-In use the following credentials:

Username: **Municipal**

Password: **Wellness**



Telus Health Virtual Care

Overview

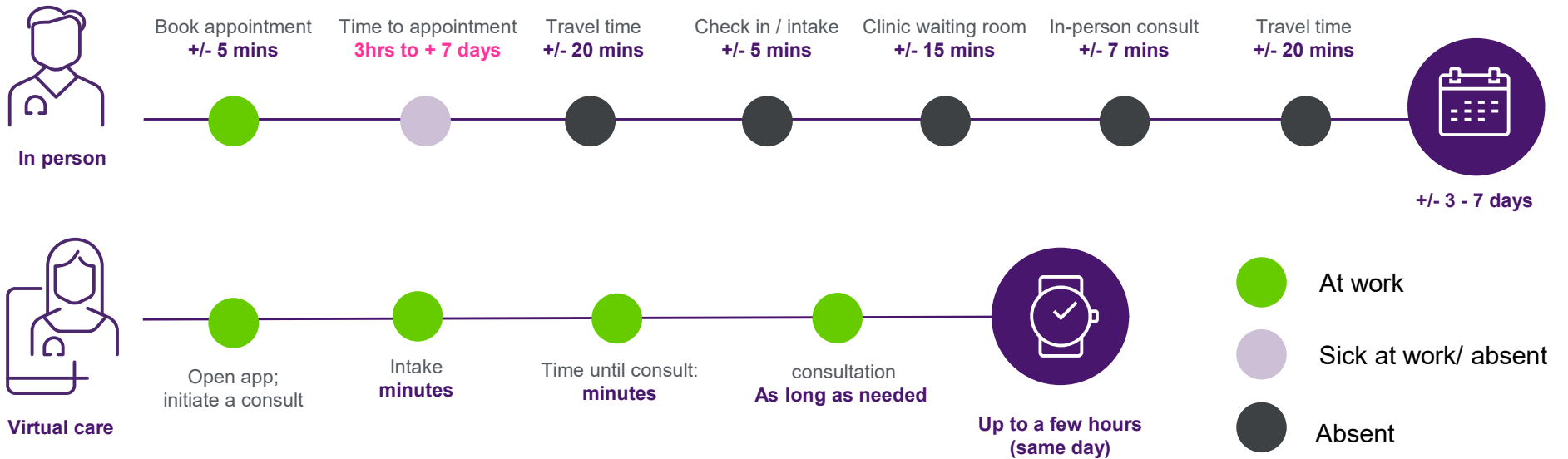




Welcome to on-demand
virtual care - anytime,
anywhere.



In-person vs virtual: A sample health journey



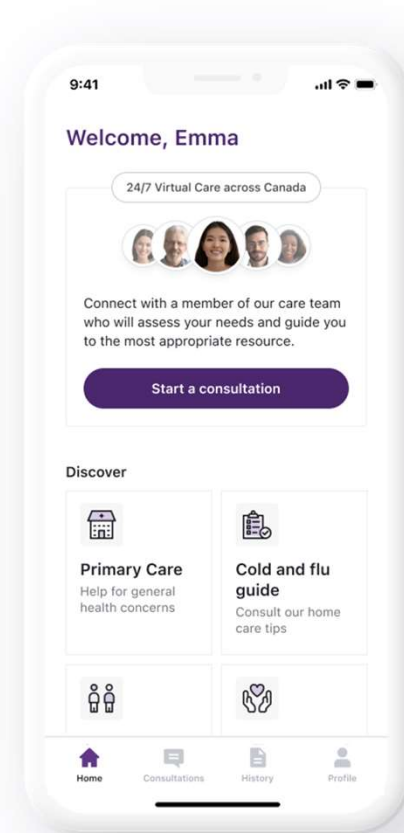
Virtual primary care

- Health system / electronic medical records (EMR) integration
- 24 hours per day, 7 days a week
- National coverage
- French and English



When you're dealing with an issue that isn't critical, you don't want to subject yourself to a walk-in clinic or an emergency room. Today I created an account and provided details of my issue. My issue got diagnosed and they are sending a prescription to my pharmacy as I type.

-Corina G.



Prescription



Diagnosis



Lab



Referrals



Advice



Imaging



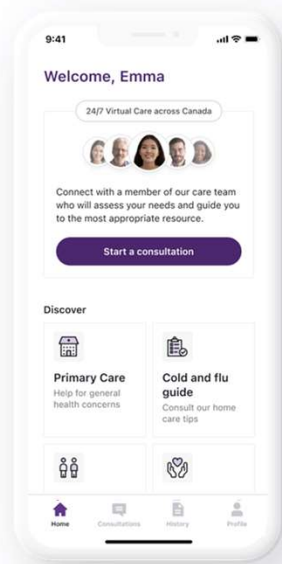
Mental health care



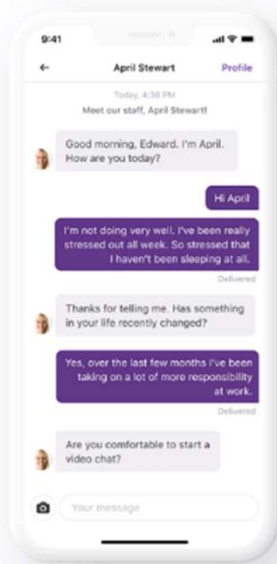
Specialist appointments



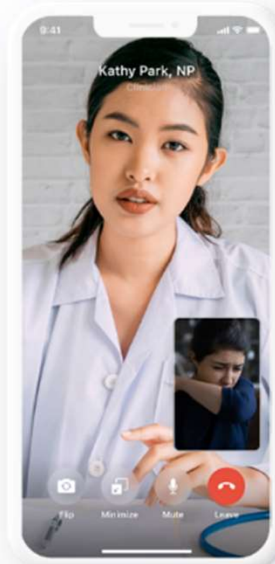
Care right on your phone, wherever you are



On-demand consults and appointments by text or video



Real time text



Encrypted video

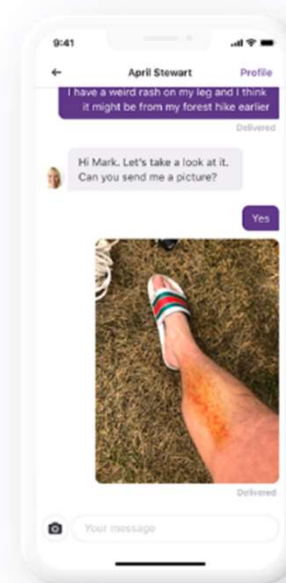
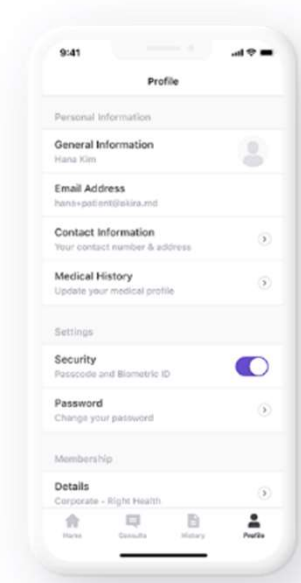


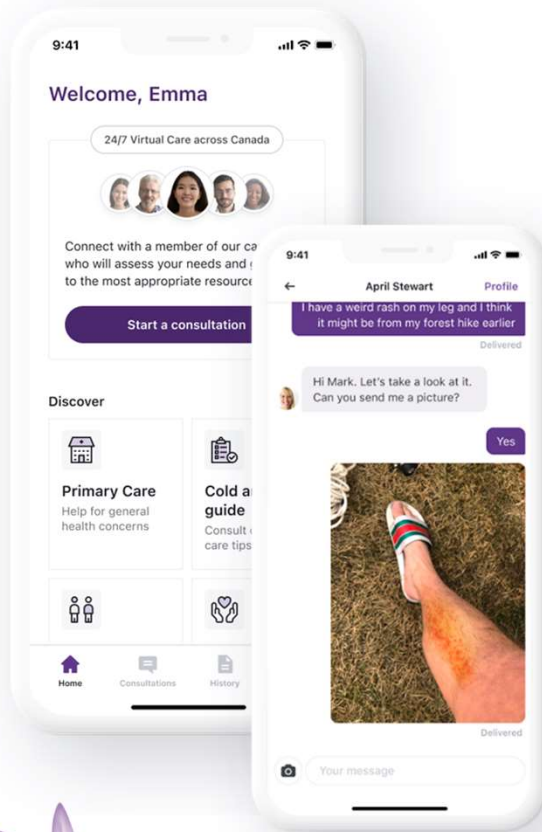
Image transfer



Health records



How to use virtual care



Top reasons for consults

(includes consults for children)

- Respiratory issues
- Dermatological issues
- Genitourinary issues
- Digestive issues
- Mental and behavioural issues (e.g. anxiety, depression, and insomnia)

How we can help.

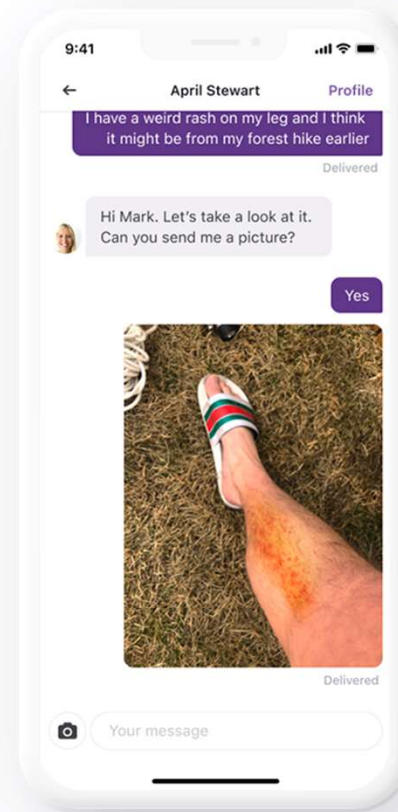
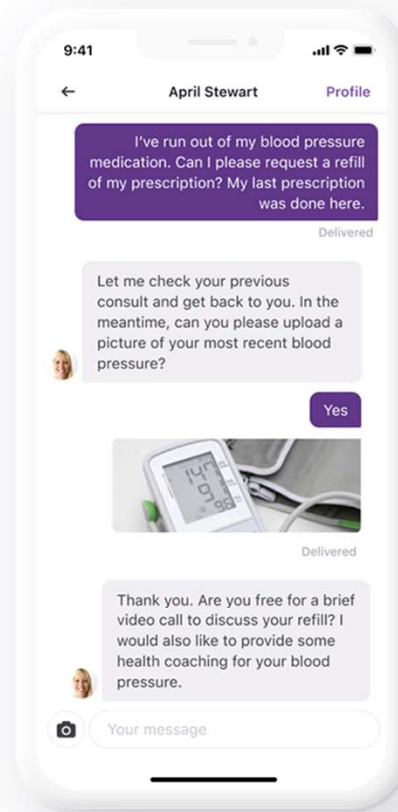
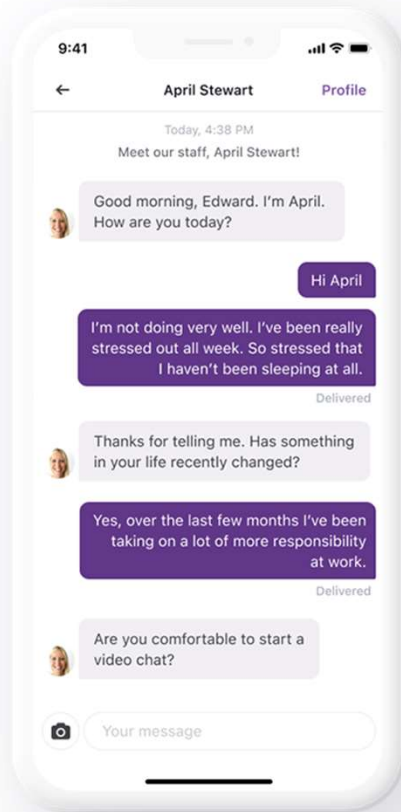
- Assess emergencies
- Medical specialist referrals i.e. cardiologists and neurologists
- Bridge program for additional insights from specialists, allowing clinicians to support more complex cases during wait times for in-person

Things you can't do virtually.

- Emergencies
For emergencies, call 911 or go to the nearest emergency room.
- No controlled substances
- No CT scans or MRIs



TELUS Health Virtual Care case studies



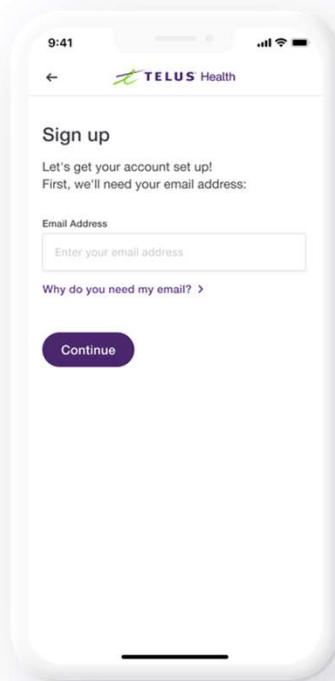
Setting up your account



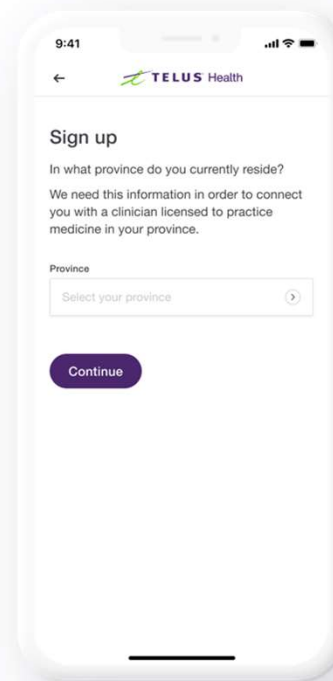
Scan the QR code above or visit telushealth.com/vcportal and click on the “Create your account” button.



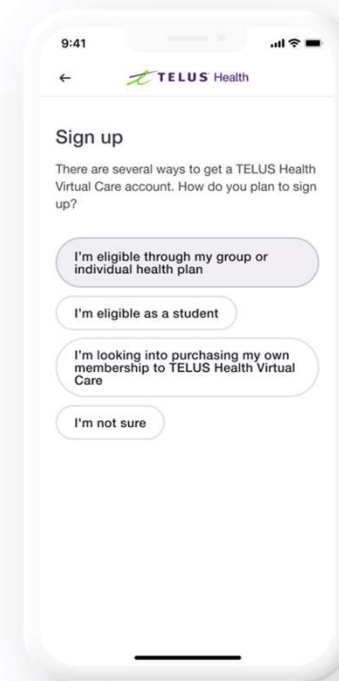
Setting up your account



Enter the email you would like to use to set up your account.



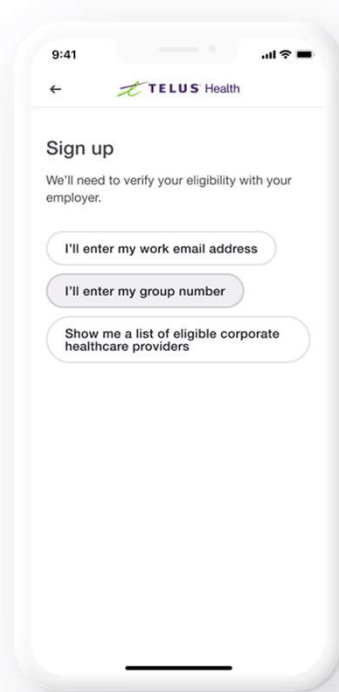
Enter your province.



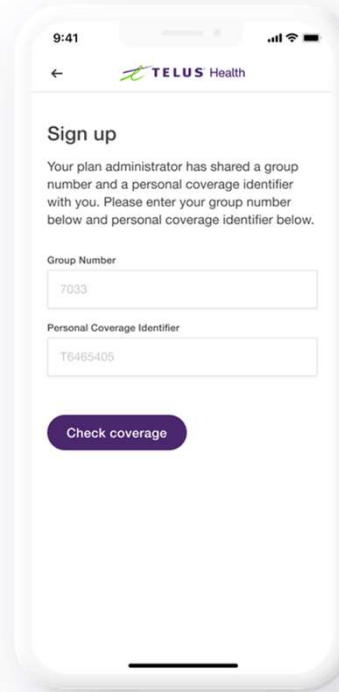
Select your eligibility.



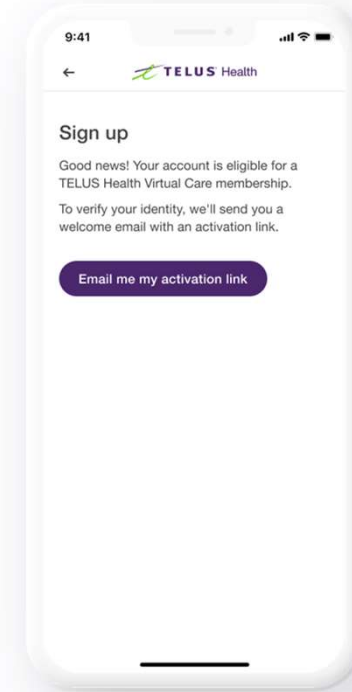
Setting up your account



Select the option to enter your group number.



Enter your Group Number: 9455
Personal Coverage Identifier: first 9 digits of
Medavie Blue Cross ID number



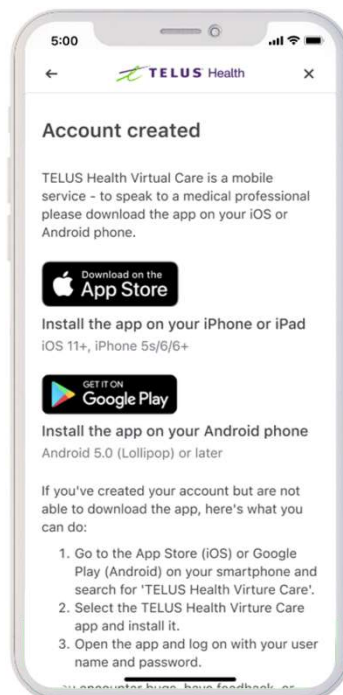
Get your unique activation link.



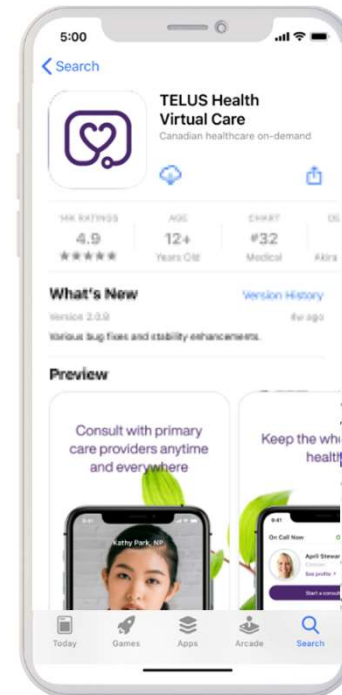
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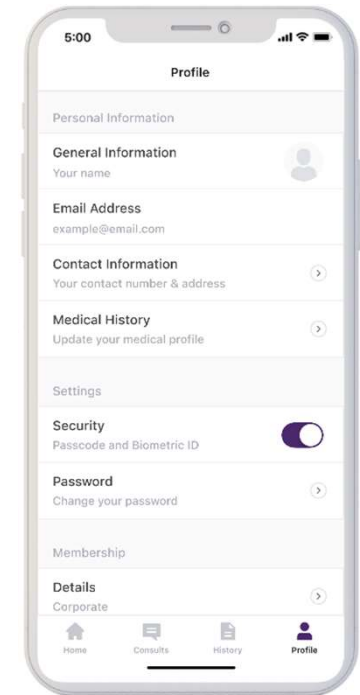
Receive an email to validate your address.



Follow provided links to the app stores to download the mobile app.



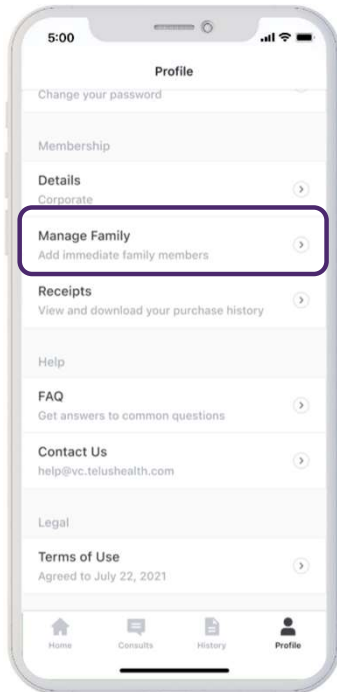
Download TELUS Health Virtual Care on the App Store or Google Play.



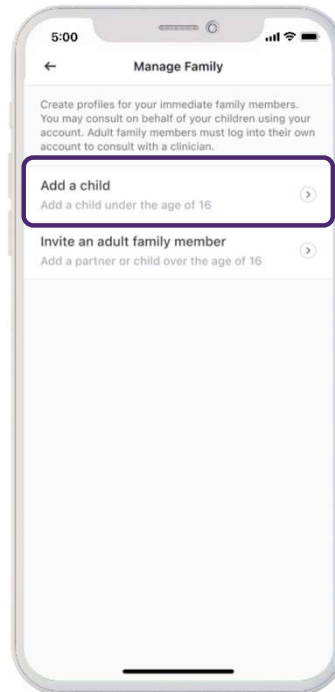
Log on and set up your profile.



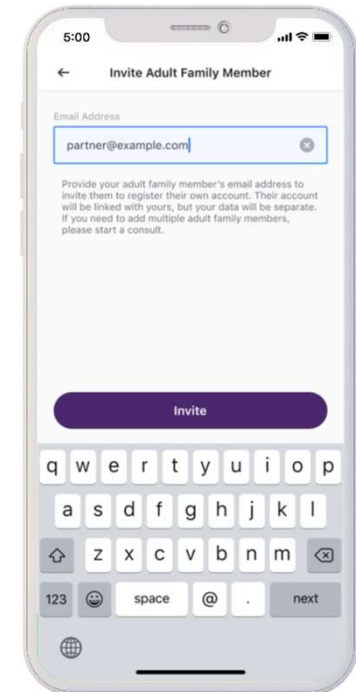
Adding your family members



Use the Profile tab to set up your children and invite your spouse to have their own account.



Children under 16 are set up within your profile. For older children, start a consult and ask for them to be set up.



Enter your spouse's email address and they will receive a link to set up their own account.



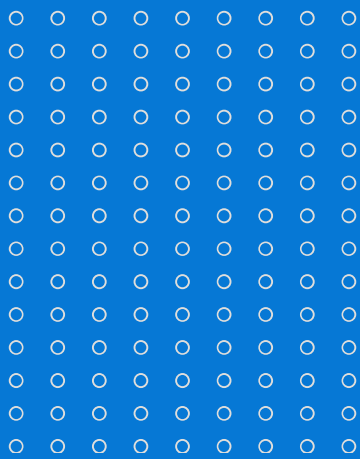
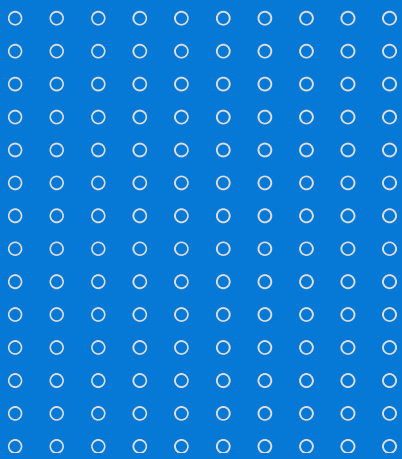
Additional support



Scan the QR code above or email help@vc.telushealth.com to contact support.



Questions?





Thank you.