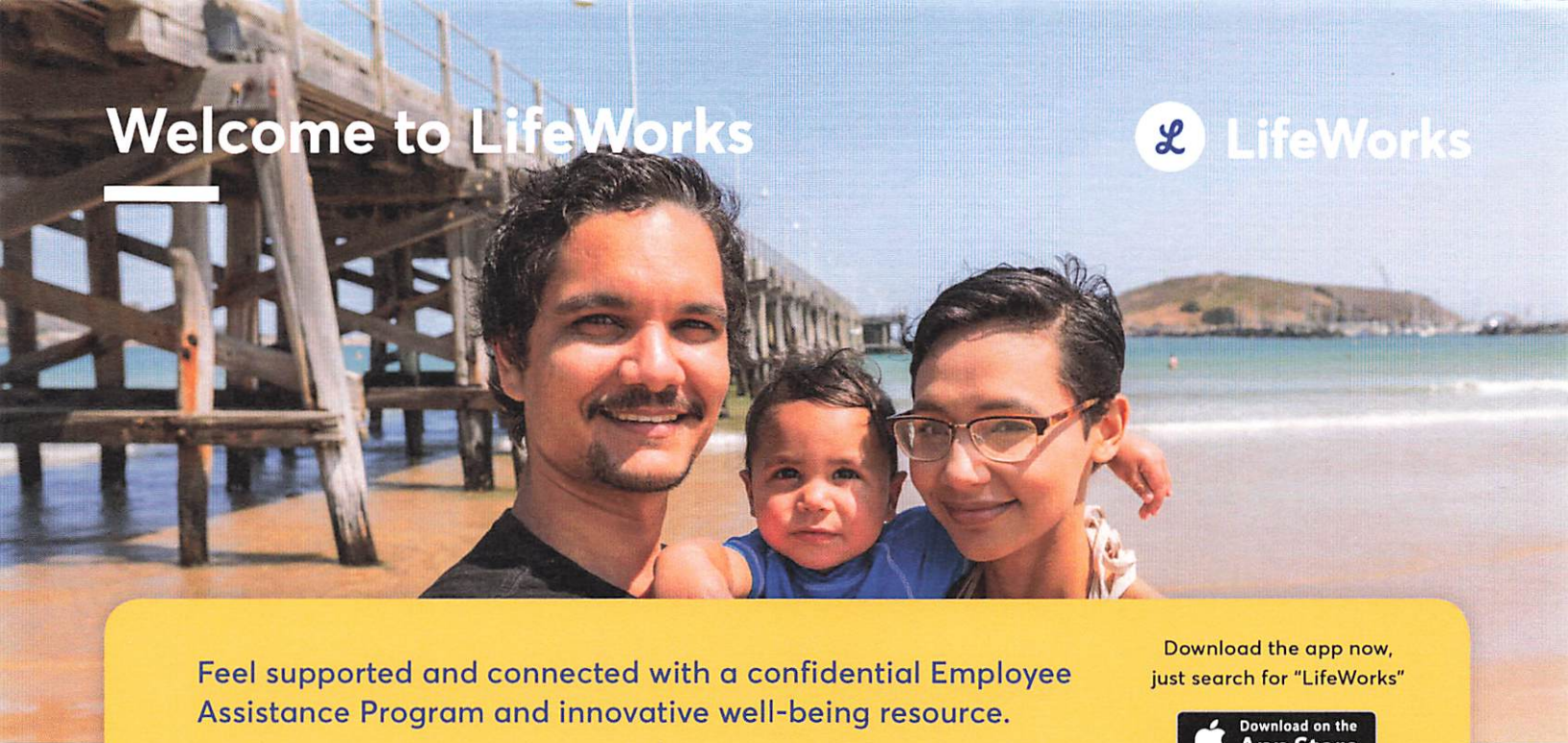


# Welcome to LifeWorks



Feel supported and connected with a confidential Employee Assistance Program and innovative well-being resource.

Life can be complicated. Get help with all of life's questions, issues and concerns with LifeWorks. Any time, 24/7, 365 days a year.

Download the app now, just search for "LifeWorks"



LifeWorks offers support with mental, physical, social and financial well-being.

Whether you have questions about handling stress at work and home, parenting and childcare, managing money, or health issues, you can turn to LifeWorks for a confidential service that you can trust.

Life	Family	Health	Work	Money
<ul style="list-style-type: none"><li>Retirement</li><li>Midlife</li><li>Student life</li><li>Legal</li><li>Relationships</li><li>Disabilities</li><li>Crisis</li><li>Personal issues</li></ul>	<ul style="list-style-type: none"><li>Parenting</li><li>Couples</li><li>Separation/divorce</li><li>Older relatives</li><li>Adoption</li><li>Death/loss</li><li>Childcare</li><li>Education</li></ul>	<ul style="list-style-type: none"><li>Mental health</li><li>Addictions</li><li>Fitness</li><li>Managing stress</li><li>Nutrition</li><li>Sleep</li><li>Smoking cessation</li><li>Alternative health</li></ul>	<ul style="list-style-type: none"><li>Time management</li><li>Career development</li><li>Work relationships</li><li>Work stress</li><li>Managing people</li><li>Shift work</li><li>Coping with change</li><li>Communication</li></ul>	<ul style="list-style-type: none"><li>Saving</li><li>Investing</li><li>Budgeting</li><li>Managing debt</li><li>Home buying</li><li>Renting</li><li>Estate planning</li><li>Bankruptcy</li></ul>

Contact us any time you need help with any of life's concerns.

Call us

TTY

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Toll-free	<input type="text" value="1-877-418-1535"/>
TTY	<input type="text" value="1-877-371-9978"/>
Online	<input type="text" value="login.lifeworks.com"/>
User ID	<input type="text" value="cinup"/>
Password	<input type="text" value="benefits"/>





# Make informed medical decisions **with confidence**



When you have concerns or doubts about a diagnosis or treatment plan, Best Doctors can help. The Best Doctors services provide you access to over 50,000 world-renowned experts to give you the answers and the peace of mind you deserve. The team can provide an Expert Medical Opinion on an existing diagnosis and treatment to ensure you get on the path to wellness faster.

**Don't forget**, your dependents as defined in your benefit plan can also use Best Doctors. Plus, with the Extended Family Benefit, your parents and parents-in-law also have access to Best Doctors when they need it most.

## Your available services

### Expert Medical Opinion\*

Review of an existing diagnosis and treatment from a world-renowned expert to confirm them or recommend a change.

### Find a Best Doctor

Provides a list of experts who meet your criteria in your area from our expert network of over 50,000 physicians.

### FindBestCare

Help finding world-renowned experts for diagnosis, treatment, and assessments outside of Canada.

### Best Doctors 360°

Get help navigating the Canadian healthcare system and get access to a variety of information that's condition-specific, including websites, articles, and contacts for groups that can assist your medical needs.

## How Expert Medical Opinion works



**Step 1:** Contact Best Doctors by phone or member portal



**Step 2:** The team will gather your medical records, review your case, and retest pathology (if applicable)





**Step 3:** Receive detailed expert recommendations

### Using Best Doctors can help you:

- Feel confident about your diagnosis and treatment options
- Answer your medical questions and concerns
- Find a specialist or treatment facility either within or outside of Canada
- Navigate the healthcare system with useful resources

### Starting a case is easy

 1-877-419-2378 |  [bestdoctors.com/canada/start](https://bestdoctors.com/canada/start)

\*Formerly known as InterConsultation

**Best Doctors is now part of Teladoc Health, the global leader in virtual care.**  
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# Telemedicine Services

## Offering a new front door to healthcare in Canada.

Telemedicine Services offers convenient access to quality healthcare when and where members need it most.

Members can visit with a certified physician by phone or video for a broad array of episodic healthcare issues. During the visit, they can receive a diagnosis, treatment recommendation and even be prescribed medicine when necessary.

With Telemedicine Services, members can stop waiting for care and get back to feeling better, faster. And clients benefit by seeing an increase in productivity and a decrease in absenteeism.

**\$338,000**

total cost incurred by employers per 1,000 employees in annual productivity losses

**\$2.7B**

lost by employers per year due to family-related health issues

**50%**

of Canadians are not able to schedule a doctor's appointment on the same or next day

## How it works



### Initiate

The member completes a medical history, similar to paperwork requirements at a doctor's office.



### Request

The member requests an appointment that is scheduled within one hour, or they can schedule an appointment for a time that's convenient.



### Visit

A physician reviews the medical history and any uploaded images and contacts the member via their preferred method.



### Resolve

A physician diagnoses the member and, if necessary, provides ongoing treatment plans.



### Prescribe

If medication is prescribed, the prescription is sent to the member's pharmacy of choice.



## Benefits

### Convenience

Members have 24/7 access to Teladoc Health by phone, web or app wherever they are located.

### Greater access

Visits happen within an hour of contact or are scheduled for a convenient time for the member, so members can get the care they need when they need it without the long wait.

### Clinical quality

Each doctor is board certified by the College of Family Physicians of Canada to ensure the highest standards of quality.



“I have had multiple employees reach out to thank me for letting them know about Teladoc. Our absenteeism and presenteeism are all down.” **Benefits executive**

## Support features

- Members have 24/7 access to Teladoc Health by phone, web, or mobile app, with a one-hour visit turnaround time
- Services are available in English and French
- When necessary, prescriptions are sent to the member's pharmacy of choice
- Teladoc Health provides engagement support to create awareness and drive utilization
- National Canadian coverage, with doctors licensed in all provinces
- Members are also covered by the same convenient service when they travel to the U.S.

## LEARN MORE

[TeladocHealth.com](https://TeladocHealth.com) | [engage@teladochealth.com](mailto:engage@teladochealth.com)

### About Teladoc Health

Teladoc Health is the global virtual care leader, helping millions of people resolve their healthcare needs with confidence. Together with our clients and partners, we are continually modernizing the healthcare experience and making high-quality healthcare a reality for more people and organizations around the world.

**Teladoc**  
HEALTH

# Teladoc member

## Frequently Asked Questions

### How can Teladoc help?

Teladoc offers convenient, 24/7 access to quality healthcare when and where you most need it.

By scheduling a visit with a Canadian board-certified and licensed medical doctor, you can be diagnosed, treated, and prescribed medication if necessary.

### What can I use Teladoc for?

Teladoc can resolve a broad array of episodic healthcare issues, including sinus problems, allergies, flu symptoms, and much more. We aim to eliminate the need for long waits for a general practitioner or in the emergency room. We're here to help you feel better, faster, and get you back to living your life.

### How do I know if I have access to Teladoc?

Teladoc is made available to you by your employer group or insurer. To find out if you have access to Teladoc, please call us at 1 888 983-5236.

### How do I set up my account?

To set up your account, please first check that your employer group or insurer offers Teladoc's services. From there, download the Teladoc app on your mobile device and click "Set Up Account" or visit [Member.teladoc.ca](http://Member.teladoc.ca)

### How do I access Teladoc?

The service can be accessed by phone, web, or the Teladoc app, and visits are available by either phone or video.

*If you are located in Quebec, consults can only be conducted via video conference, not phone.*

### How much does it cost?

Free—There are no visit fees when using Teladoc.

### Can my family use Teladoc?

Your plan design allows you to use the Teladoc service for you, your spouse, and your dependents. Each dependent over the age of 18 must set up their own Teladoc account to request a visit.

### How do I schedule a visit?

To schedule a visit, log in to your account using the member portal or the Teladoc mobile app and click the "Request a Visit" button.

We will gather a few details from you before confirming your visit. This includes your reason for visit, preferred time of the visit (within an hour or scheduled), as well as your desired method of visit (phone or video).

If located in Quebec, your visit method will automatically be video. The appointment can be booked up to 48 hours in advance and between 7:00 a.m.-9:00 p.m.



### **Who are the Teladoc doctors?**

Teladoc physicians are Canadian board-certified and licensed medical doctors in internal medicine, pediatrics, emergency care, and family medicine. They are licensed to practice in one or more provinces.

Please note that when the Teladoc physician contacts you, the caller ID will show as anonymous, restricted, or unknown. You should remove any call blockers prior to accessing the service.

### **Can Teladoc physicians prescribe medications?**

Yes, when medically appropriate, doctors can prescribe medications.

### **Who should I contact if I have questions or encounter an issue?**

We aim to make your experience with us as seamless as possible. If you have any further questions or encounter an issue, please visit our website at [Teladoc.ca](http://Teladoc.ca) or call our member services team at 1 888 983-5236.

### **Can I use Teladoc when visiting the United States?**

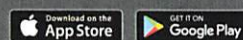
Yes. You can use Teladoc when visiting the United States.

To schedule a visit when in the U.S., log in to your account using the member portal, the Teladoc app, or by calling our local member services team, available 24/7 at 1 800 835-2362. You will be asked to complete your medical history information the first time you use your Teladoc service in the U.S., even if you have already registered and completed this information in Canada - this is to prevent personal medical data from crossing borders. You will be connected to one of our U.S. network-board certified internists, family doctors, or pediatricians licensed to practice medicine in the U.S.

If a Teladoc doctor prescribes a medication while you're visiting the United States, please consult your travel coverage provider prior to filling the prescription.

# Download the app to speak to a doctor within an hour

Download the app



Call 1 888 983-5236 | Visit [Member.teladoc.ca](http://Member.teladoc.ca)