



# FREQUENTLY ASKED QUESTIONS

about LifeWorks EFAP, included with Health Plus PRIORITY & OPTIMUM

## Why LifeWorks?

- + In our busy lives we all need additional support sometimes, whether that's by talking to someone or simply reading an article or watching a quick video for a tip or to get started with a healthier routine. LifeWorks is the leading provider of total wellbeing solutions for mental, social, financial and physical health. The company supports millions of people through its digital platform and team of professionals.

## What is LifeWorks EFAP?

- + LifeWorks Employee and Family Assistance Program (EFAP) is a voluntary, professional, completely confidential support program for life, health, and work. It includes professional counselling, online wellbeing resources, and perks such as cashback offers and deals to save you money. Formerly offered through Shepell, LifeWorks recently rebranded and is available to all Health Plus PRIORITY and OPTIMUM plan members.

## What's included?

- + The LifeWorks platform is extensive, including digital resources, self-guided programs, articles, videos, assessments, and more on topics such as relationships, nutrition, stress management, financial wellbeing, parenting, elder care, workplace relationships, mental health, and personal fitness. You can also access one-on-one virtual counselling with professional therapists, and the 24/7 helpline available in multiple languages.

## What perks come with LifeWorks?

- + The new LifeWorks platform and mobile app includes a Perks section with cashback offers and exclusive discounts on name brands and everyday essentials.

## How much does it cost?

- + Access to LifeWorks is completely free of charge for anyone enrolled in a Health Plus PRIORITY or OPTIMUM plan. There are no claims required for service.



## Is my information kept private?

- + Yes, the LifeWorks platform is completely private. Neither your personal information nor how you use the resources will be shared with anyone outside the LifeWorks organization, including Health Plus.

## How do I sign up for LifeWorks?

- + After you apply and are approved for your Health Plus plan you will receive a confirmation email and a Welcome Kit including more information about LifeWorks. Within a few days of your coverage start date (the first of the month) you will receive an email invitation directly from LifeWorks to create an account. The email will include a unique invitation code and instructions on how to sign up. Once you've logged in you'll be able to personalize your portal and explore all that LifeWorks has to offer. If you have dependants on your plan you can invite them to set up their own accounts after signup.

## Is LifeWorks available separate from my Health Plus plan?

- + No, LifeWorks is only available as part of your Health Plus PRIORITY or OPTIMUM plan. Usually only available as part of an employee benefits plan, Health Plus has partnered with Beneplan to make the LifeWorks EFAP available to all Health Plus plan members, no matter where you work.



We know there is more to good health than dental check-ups and visiting your doctor when you're sick. There are times we need information, advice or support to cope with work, life or health challenges. That's why all Health Plus plans include three Wellness Benefits, at no extra cost to you. Services from specialized professionals in family counselling, stress management, health and fitness coaching, human resources and much more, plus online resources to help you and your business thrive.

Although these services are usually reserved for employees in large group plans, we believe you should have access to the same benefits no matter where you work. As a Health Plus client, the Wellness Benefits are available for you to use whenever you need them, no claims required.

To see what's included and how to access your Health Plus Wellness Benefits, read on.



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## LEARN MORE ...

See all of the [Wellness Benefits](#) Health Plus plans offer for you and your business.

- + LifeWorks EFAP
- + Custom HR Advice
- + Pharmacogenetic Testing

## MORE QUESTIONS?

Check out our [Resource Centre](#) or get in touch.