

FAQ

Clinician-first service upgrade.



What is the upgrade?

With the addition of Workplace Options (WPO) to the TELUS Health family, we can leverage an expanded clinical network and implement a new care delivery approach through which employees can connect to clinicians directly upon calling. This means removing the need for a triage call and giving members faster access to care from the start.

When is the upgrade happening?

The upgrade is scheduled for

Your Customer Success Manager will provide confirmation of the precise date, should it differ.

How does this impact how employees access the service?

Your Customer Success Manager will provide a new phone number to access your EAP services on your enhanced clinician-first delivery model. Access to tools and resources on TELUS Health One will not be impacted and remain available for members 24/7. Calls to the previous number will be redirected to the appropriate support.

What do I have to do to get ready for the upgrade?

To prepare for your service enhancements:

- Update employee communications with the new number.
- Revise printed materials (your Customer Success Manager can provide), websites, automated systems, and internal directories.
- Notify your team and EAP coordinators using the provided templates.

What's changing in the member counselling experience?

There are no changes to how your employees receive support through phone and chat. Employees will have access to an expanded global network of master's level clinicians with the same language support. There are no changes to counseling sessions and employees will continue to receive care and support as determined by the counsellor or as needed by the employee.

Any there any actions required from employees to continue to use the service?

They will need to call using the new number provided; otherwise, no additional actions required from employees to access care.

Will there be any changes to pricing or contracting?

There will be no changes to pricing and your contract remains the same.

Any there any changes to billing?

Billing processes and schedules will remain the same.

Who do I reach out to for questions / concerns?

Your Customer Success Manager will continue to be your primary point of contact.

