



Accountable Care Program and Discovery+

Benefits Information



Table of Contents

About MembersHealth	2
Our Promise to Our Members	3
Accountable Healthcare Program	4
Virtual Care Benefits Include	5
Virtual Care - How it Works	6
EFAP Benefits Include	7
EFAP - How it Works	8
Discovery+ Benefits	9
Discovery+ How it Works	10
Preventive Test vs Diagnostic Test	11
Discovery+ Personalized Gender specific Care	12
Frequently Asked Questions	13-14



About Us

Our mission is to improve the health and well-being of members by offering flexible, inclusive, and tailored health care.

MembersHealth was founded in 2018, to provide everyday people with access to Canada's top doctors. The idea came about when one of the founders struggled to help his daughter deal with frequent panic attacks late at night. His family doctor had retired, and they couldn't afford therapy, but he was able to find support through his friends who were doctors. This experience shed light on a gap in the healthcare system that they were determined to fill.

Dr. Donald Jones and Dr. Azhar Malik joined the founder to grow MembersHealth's team of doctors, specialists, surgeons, and mental health professionals to define a standard of care for a true Patient First Healthcare experience.

Today, we serve over 200,000 members and their families across Canada. These members have embraced our approach to total well-being by utilizing our physical, psychological, and psychosocial support resources.

Our Vision

We envision a healthy and robust Canadian corporate and not-for-profit sectors, where our members can enjoy comprehensive, affordable, and sustainable employee benefit plans, leading to a strong and healthy workforce.

What We Value

- Putting people first and prioritizing their well-being.
- Delivering an outstanding customer experience through personalized service.
- Ensuring that our benefits are accessible to organizations of any size.
- Embracing continuous improvement and innovation to provide the best possible plans for our members.

Our Promise to Our Members



Dr. Donald Jones

President & Chief Medical Officer

Internationally Recognized
Thoracic Surgeon and Surgical Oncologist

"When health issues arise, our team of Doctors, Specialists, Surgeons and Mental Health professionals will be there to identify them, to develop a care plan and put that plan into action for you, using the correct care pathways for the best health outcomes possible. Most importantly, we are always here for you, and follow you through each step of the process with open, caring and honest communication."

Accountable Healthcare Program

Our program offers personalized healthcare to you and your dependents for all conditions, ranging from acute to complex. Our team of doctors, and mental health professionals work synergistically to promptly assess, diagnose, and implement care plans using evidence-based clinical practices, case reviews, and consultations to achieve optimal healthcare and wellness outcomes.



Program Highlights:

- Employees and dependents can speak directly with our doctors, specialists, surgeons, and mental health professionals 24/7/365, within minutes.
- Medical doctors and mental health professionals work synergistically to support your members and dependents.
- 24/7/365 access to our therapists for crisis and other urgent mental health-related issues
- Long-term therapy referral to first-responder specialized or certified psychotherapists and psychologists.

Virtual Care Benefits Include

With our Accountable Healthcare, you'll get access to a range of resources and support to help you manage your physical health, mental health and well-being.



Medical Services:

- Prescriptions are conveniently sent to a pharmacy of your choice.
- Diagnostics and labs ordered on your call for a seamless process.
- No fee doctor's notes (as medically required) conveniently emailed to you.
- Assistance with locating a family doctor.
- Second opinion service - we'll provide expert medical opinions on your current diagnosis.



24/7/365 Medical Support:

- Speak to one of our members success care professionals at any time of the day or night, including weekends and holidays.
- Tailored referrals to specialists and surgeons - our care team actively works to shorten your wait time based on your local specialist.



Continuity of Care

- 1 central shared medical record between MHI physicians
- Share files with your family doctor with consent
- Access to our doctors from wherever you are located in the world
- Personal care managers dedicated to each member to help you navigate the healthcare system



Patient Care:

- Personal touch with follow-up calls/texts 24-48 hours post-doctor visit to see how you're feeling
- MembersHealth Case Review team monitors and ensures that no underline or complex ailment goes unnoticed.

How it Works - Virtual Care



1 - Book an appointment

Call: 1-800-484-0152

Online: Click book appointment at www.membershealth.ca

Download App: Play Store or App Store

2 - Our doctors call you back in minutes

Our doctors are here 24/7/365 and will call at your appointed time slot.

3 - Our doctors assess, diagnose and write a care plan

Prescriptions, labs, specialists, doctor's notes, mental health and wellness help are provided to get you back to good health.

Note: There are NO restrictions or limits on how often you can call our doctors

EFAP Benefits Include

We've thoughtfully designed our EFAP to encompass a full spectrum of care, addressing psychological, psychosocial, and physical health concerns. By offer a holistic approach we seek to enhancing overall well-being and foster a vibrant, healthy workplace environment. Our EFAP is specifically designed to provide First Responders with access to specialized mental health support through matching officers with First Responder-certified or specialized psychotherapists and psychologists for an effective counselling experience.



24/7/365 Mental Health Support:

- Immediate Mental Health support: speak to our therapists in minutes for crisis situations.
- Referral to a therapist for ongoing support: We connects officers with First Responder-certified psychotherapists for specialized mental health support.
- Self Guided Support Via our App.



Wellness and Mental Health Support:

- Counselling, Therapy & Life coaching.
- Nutrition support - healthy eating, weight management and more.
- Legal support - family, immigration, and more.
- Financial support - debt, planning, and more.
- Confidential Addiction Support - Guidance for substance use concerns, pre-treatment counselling, and relapse prevention.



Personalized Member Care:

- Custom Therapist Matching: Officers are paired with First Responder-certified psychotherapists for the most effective support.
- Follow-Up Support: Personalized check-ins within 24-48 hours post-session to ensure ongoing care.
- Seamless Access to Care: Support from mental health professionals anytime, anywhere.
- Counselling available modes: In-person, Virtually ie Zoom or telephonically.
- Dedicated Care Navigation: Assistance in navigating public healthcare services and accessing additional resources.

How our EFAP Works

Members or dependents can access our services by calling 1-800-484-0152 or booking an appointment at <https://membershealth.ca/book>, Please select “Request Counselling”. follow the steps below according to the urgency of the required support:

IN-THE-MOMENT (URGENT) SUPPORT

1. Call 1-800-484-0152 and request “in-the-moment support”.
2. You will receive a call back from a licensed psychotherapist to talk through any presenting issues.
3. You will receive a follow-up call or text from the MembersHealth care team to see how you are doing.

FORMAL COUNSELLING REFERRALS.

1. Call 1-800-484-0152 or book an appointment at membershealth.ca/book
2. The intake process is designed to gather your counsellor and mode preferences, presenting concerns, and requests for work-life support so our in-house psychotherapists can hand-match you to a counsellor who meets your needs.
3. A therapist from the MembersHealth clinical network will call or e-mail you to arrange sessions 1-3 days after your initial intake, after which you will begin treatment

Discovery+

Discovery+ is a comprehensive preventative healthcare program designed to improve your health with personalized health insights and comprehensive care plan. Our experienced doctors and dedicated Care Team work together to assess your health, offer care coordination and navigation of necessary tests, and deliver actionable health plans.

Structured 4-6 Week Program:

- Discovery+ is designed to offer a holistic approach to health prevention, focusing on early detection and management of potential health issues.

Preventative Care:

• Initial Consultation and Planning:

- Completion of comprehensive intake form.
- 30-minute medical evaluation to assess health status and risks, led by a Family Medicine Doctor (FMD).
- Development of age and gender based screening plan tailored to individual needs.
- Screening plans cover up to 57-113+ health biomarker screenings + mental health screenings.

• Specialized Screenings and Evaluations:

- Access to diagnostics and appointments with medical specialists for targeted assessments.
- Preventative mental health screenings to evaluate psychological well-being.

• Personalized Care Plan:

- A comprehensive, personalized care plan is created by your assigned FMD, including visual testing breakdowns and detailed treatment strategies.

Patient Care / Continuity of Care:

- Share files with the patients FMD.
- Scheduled follow-up consultations with the same FMD 3-6 months post-assessment to monitor progress and adapt care plans based on the latest diagnostics.
- Use our digital tools and platforms to track health metrics and progress. This includes access to a patient portal where they can view their health records, appointment schedules, and receive health tips.
- **Review and Coordination:**
 - 30-minute review session to go over the care plan and test results with the same FMD, ensuring continuity and clarity in the care process.
 - White glove care coordination where a dedicated care team member is assigned to each case, assisting the patient in navigating the healthcare system and managing scheduling needs.

How our Discovery+ Works

Members or dependents can access our services by calling 1-800-484-0152 or booking an appointment at <https://membershealth.ca/book>, Please select “Request Counselling”. follow the steps below according to the urgency of the required support:

What You Need to Know Before Starting

Program Duration:

Typically 4-6 weeks from initial consultation to follow-up

Time Commitment:

15 minutes for intake form
1-hour initial virtual consultation
2-3 weeks for self-guided testing
30-minute follow-up consultation

Technology Requirements:

- Reliable internet connection
- Device with video capability (smartphone, tablet, or computer)
- Access to email for communications

How to Prepare

Gather Health Information:

- Current medications and supplements
- Family health history
- Recent test results or medical records
- List of current health concerns or symptoms

Choose a Quiet, Private Space for virtual consultation

Plan Your Schedule: Allow flexibility for completing recommended tests

Consider Your Health Goals: Think about what you want to achieve through this program

Begin the Process



1. Complete the online intake form at <https://form.jotform.com/241424649456260> or scan the QR code

2. Our team will contact you to schedule your initial consultation

3. Prepare any questions you have for your doctor

Preventive Test vs Diagnostic Test

When you talk with your doctor, you may get any number of tests done — some may be preventive tests and others may be diagnostic tests.

Preventive tests refer to screenings you get to detect diseases and conditions before symptoms develop. On the other hand, diagnostic tests are used to learn more about a condition once symptoms are present.

As an example, getting a screening blood test for diabetes when you don't have any symptoms is considered a preventive test. However, if you've already received a diagnosis of diabetes and you get a test to check your blood sugar and A1C, this would be a diagnostic test.

Did you know?

There are **57-113 important and meaningful preventive tests** that can significantly impact your health? These tests are essential for early detection and management of various conditions, enhancing your chances for effective treatment and better health outcomes.

Benefits of Screenings

When properly integrated with a corporate wellness plan, screenings can help reduce health risks, improve health status, reduce health care costs, and improve productivity and performance of the workforce.



Discovery+ Personalized Gender-specific Care

1 Individualized Health Assessments:

- **Comprehensive Evaluations:** Personalized care programs begin with detailed health assessments that consider gender-specific risk factors, such as hormonal levels, reproductive history, and genetic predispositions.
- **Genetic Testing:** Incorporating genetic testing to identify specific risks and tailor treatments based on an individual's genetic profile.

2 Preventative Care and Screenings:

- **Gender-Specific Screenings:** Implementing regular screenings for conditions that are more prevalent or present differently in each gender, such as breast and ovarian cancer in women, and prostate cancer in men.
- **Preventive Measures:** Developing preventive strategies that consider gender-specific risks, such as osteoporosis prevention in postmenopausal women or cardiovascular health monitoring in men.

3 Customized Treatment Plans:

- **Gender-Specific Medications:** Utilizing drugs that are specifically formulated or dosed for men or women to maximize efficacy and minimize side effects.
- **Hormone Therapy:** Providing tailored hormone replacement therapies for conditions like menopause in women or low testosterone in men.

4 Lifestyle and Wellness Programs:

- **Nutrition and Exercise:** Designing diet and fitness plans that cater to gender-specific metabolic and physiological needs.
- **Mental Health Support:** Providing gender-sensitive mental health services, recognizing that men and women may experience and express mental health issues differently.

Frequently Asked Questions

Medical Coverage

Cost

Q: Do I have to pay when I use MembersHealth doctors?

A: No. This is a benefit provided by your association, union, or employer to ensure healthcare coverage for you and your family.

Doctors, Specialists, Surgeons & Care Team

Q: How much experience do the doctors have?

A: MembersHealth doctors have a combined 550+ years of experience across multiple medical disciplines, including family medicine, emergency care, specialties, and surgery. Our leadership team includes highly esteemed professionals with extensive backgrounds in surgery and healthcare leadership.

Q: What does the Care Team do?

A: The Care Team connects you with healthcare providers, ensures timely appointments with specialists, keeps your medical records active, and provides immediate support to both members and our wellness team.

Family Doctors & MembersHealth

Q: I have my own family doctor. Can I still use MembersHealth doctors?

A: Yes. Your family doctor will appreciate you using our service, as it avoids the financial penalties associated with walk-in clinics. Plus, MembersHealth offers exceptional care and additional services.

Q: Will you keep my family doctor updated?

A: Yes, with your consent. Continuity of care is essential for preventive health and long-term wellness, so MembersHealth works with your family doctor to maintain a complete picture of your health.

Q: If I can't find a local doctor due to shortages, can I use MembersHealth doctors regularly?

A: Yes. MembersHealth doctors can provide all the services of a family doctor, along with additional support through our comprehensive services.

Prescription Guidelines

Q: Will MembersHealth doctors issue or renew prescriptions for schedule 3 drugs, narcotics, opioids, or benzodiazepines?

A: No. MembersHealth doctors do not issue or renew these prescriptions.

Q: Will MembersHealth doctors offer advice or prescriptions for marijuana or CBD oil?

A: We do not issue these prescriptions directly but can refer you to doctor-led practices that provide medically supervised care.

Frequently Asked Questions

Mental Health Coverage

Cost

Q: Do I have to pay for counselling sessions through MembersHealth?

A: No. This is an employee benefit provided by your union, association, or employer to support the well-being of its members and their families. All counselling sessions are fully covered.

Counsellors and Mental Health Professionals

Q: What qualifications do your counsellors have?

A: All our mental health professionals hold a master's degree or equivalent qualifications in their field, with a minimum of 5 years of post-graduate experience.

Q: Can I change counsellors if I don't match well with one?

A: Yes. We understand the importance of finding the right fit, and you can request a different counsellor to ensure you feel secure and confident in your care.

Q: How many cases can I receive support for each year?

A: You can seek help for an unlimited number of cases each year, whether it's burnout one month or anxiety and family issues the next.

I STILL HAVE QUESTIONS. WHO CAN I SPEAK WITH?

Telephone: 1-800-484-0152

Email: careteam@membershealth.ca

Q: Can I see the same counsellor for different cases?

A: Yes. You can request the same counsellor during referral intake calls.

Q: Can I see the same counsellor I am seeing outside of MembersHealth?

A: It is possible. During the intake process, you can request your current psychotherapist, and we will work towards a solution that meets your needs.

Family Coverage

Q: Is this service available to my spouse and children?

A: Yes. You and your immediate family are all covered by MembersHealth. They can access our mental health professionals whenever needed.

Q: Are my kids who are away at school in a different city or province still covered?

A: Yes. All dependents are covered, no matter where they are in Canada.

Cross Canada Coverage

Q: Is my family covered across Canada?

A: Yes. MembersHealth provides nationwide coverage with counsellors in every province, ensuring you receive care no matter where you are.



ACCESSING THE CARE YOU NEED AT THE RIGHT TIME.

CLICK Online at www.membershealth.ca

TAP **MembersHealth** mobile application
available for iOS and Android

CALL 24/7 on 1-800-484-0152

