



Accountable Healthcare Program

**Benefits
Information**



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About MembersHealth

Why MH Integrated Health Network (MH IHN) is Essential in Canada

In Canada, the growing lack of timely care and accessibility to doctors has become a critical issue. Long wait times, limited access to medical professionals, and the overwhelming demands on the healthcare system often leave Canadians without the support they need when they need it most. MH Integrated Health Network (MH IHN) was founded to address this very gap, ensuring that individuals across the country have immediate access to essential medical and mental health services.

Founded by Doctors, Designed for You

In 2018, a team of doctors and surgeons established MembersHealth with the mission of providing everyone with direct, rapid access to healthcare, whether for physical ailments or mental health concerns.

Critical Moments: The Inspiration Behind MembersHealth

Our founder's personal experience with the challenges of accessing timely care serves as the inspiration behind MembersHealth. When he was unable to secure same-day support for his terminally ill father-in-law in rural Quebec, or help his daughter battling daily panic attacks in the city, it became clear how desperately the healthcare system needed a solution. This gap in care ignited the creation of MH IHN, a network designed to connect people to essential care, whenever and wherever they need it.

Our Vision

We envision a healthier, more connected Canada, where every individual—whether in the corporate sector, the not-for-profit world, or beyond—can enjoy comprehensive, affordable, and sustainable healthcare benefits.

Premium Healthcare Solutions

Today, MembersHealth serves over 200,000 Canadians, offering 24/7 access to both medical and mental health specialists. Our holistic approach integrates physical, psychological, and psychosocial support, ensuring complete well-being for every member. In an era where quick access to quality care is often out of reach, MH IHN provides the solution Canadians need.

A Personal Message from Our President



Dr. Donald Jones

President & Chief Medical Officer

**Internationally Recognized Thoracic Surgeon
and Surgical Oncologist**

MembersHealth is unique because we put patients first in every decision we make. Our dedicated team of doctors, specialists, surgeons, and mental health professionals works closely to develop personalized care plans, guiding each member through every step of their healthcare journey.

We've specifically tailored our services for union members, ensuring they receive comprehensive, seamless support that truly meets their needs. At MembersHealth, patient-first care is our unwavering commitment and our promise.

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 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.

Virtual Care Benefits Include

With our program, 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.



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.



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.

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

MembersHealth offers urgent (in-the-moment) and non-urgent counselling support in person, virtually or telephonically for a wide range of concerns, including, but not limited to:



24/7/365 Mental Health Support:

- Immediate Mental Health support - you can speak to our therapists in minutes for crisis situations.
- Referral to a therapist for ongoing support - for a set of sessions.



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.
- Counselling available modes: In-person, Virtually ie Zoom or telephonically.



Client Care:

- Access to our mental health providers from anywhere in the world.
- Clients can request specific therapist backgrounds, such as specific language or 2SLGBTQ+
- Therapists are hand-selected to meet each client's individual needs.
- Client follow-up as clinically needed to ensure needs are being met.
- Personal care managers dedicated to each member to help navigate the public mental health system.

How It Works - EFAP

Members and 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 below steps 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.

NON-URGENT SUPPORT

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.

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.

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.

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.

I STILL HAVE QUESTIONS. WHO CAN I SPEAK WITH?

Telephone: 1-800-484-0152

Email: careteam@membershealth.ca

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 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.



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

