membershealth
Empowering Health, Elevating Lives

Members Family Assistance Program

Benefits Information

Table of Contents

About MembersHealth 2

Our Promise to Our Members 3

MFAP Benefits Include 4

How it Works - MFAP 5

Frequently Asked Questions 6

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.

MFAP 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 6-10 sessions, depending on severity or complexity.

Wellness and Mental Health Support:

- **Specialized Therapist Matching:** Connect with therapists specialized in unique needs for personalized, effective support.
- **Nutritional Counselling:** Three 30-min sessions providing personalized guidance from a registered dietitian.
- **Financial Consultation:** One 45-minute session offering support with debt management and personalized financial planning.
- **Legal Consultation:** One 30-minute session offering support with divorce, custody, visas, residency, and other family or immigration-related legal matters.
- **Life Coaching:** Support for personal growth and goal setting.
- **Addiction Support:** Assistance with substance concerns, pre-treatment and relapse prevention

Personalized Member 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.
- Member 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 - MFAP

Follow the below steps according to the urgency of the required support. A MembersHealth Care Team professional will follow up within 24–48 hours after appointments to check in, support next steps, and ensure your needs are being met.

Non-Urgent Support

1 - Book an appointment

Call: 1-800-484-0152
Online: www.membershealth.ca
Download App: Play Store or App Store

2. Complete the intake

Complete the secure intake form online, through the app, or verbally with a representative, so our in-house psychotherapists can hand-match you to a counsellor who meets your needs.

3. - Connect with your therapist

A therapist from the MembersHealth clinical network will call or email you within 1 to 3 days after your intake to arrange your first session and begin treatment.

In-The-Moment (Urgent) Support

1 - Request in-the-moment support

Call 1-800-484-0152 and request “in-the-moment support”.

2 - Speak with a licensed psychotherapist

You will receive a call back from a licensed psychotherapist who can help you talk through your concerns and provide immediate support.

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. However, Members can only open 1 case at a time.

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.

membershealth

ACCESSING THE CARE YOU NEED AT THE RIGHT TIME.

Choose the option that works best for you.

1

ACCESS ONLINE

IUPAT 177 Member Portal

Scan to Access Your Dashboard

2

DOWNLOAD THE APP

Members Health Mobile App

Available for iOS and Android

GET IT ON Google Play

Download on the App Store

3

NEED HELP?

Contact Our Care Team

Call 1-800-484-0152
Email info@membershealth.ca