

People Connect Carepath



Frequently asked questions for plan members

People Connect Carepath

People Connect provides mental health support, while Carepath is a unique service designed to provide health navigation and support to you and your dependants.

Core elements of People Connect include:

(Powered by Inkblot)

Mental health support

- Online mental health knowledge forum and library plus comprehensive self-assessment tool.
- One free hour of mental health counselling through video chat, with access to preferred pricing to continue with the same therapist.
- Intelligent therapist matching with complimentary non-clinical matching consultation.

Core elements of Carepath include:

(Powered by Bayshore)

Health navigation

A suite of support services including treatment review, health coaching and education, health care navigation services, and more.

Second opinion services

An expert review by a specialist to ensure that your recommended treatment plan is consistent with best clinical practice guidelines.

Cancer assistance

Specialized support provided by oncology nurses to help ease the physical and emotional impact of cancer.

Can my covered dependants use People Connect Carepath?

Yes. The Carepath services, including health navigation, medical second opinion services, and cancer assistance are available for all eligible dependants. For users less than 15 years of age, parental involvement is required. All users must create their own account using a unique email.

What are second opinion services?

A second opinion is an expert medical review from a physician who specializes in the diagnosis and treatment of a health condition to bring greater certainty around diagnosis and next steps to the patient. All medical second opinions are completed in partnership with the Cleveland Clinic and Cleveland Clinic Canada. The reviewing physician conducts a virtual consult with the patient and the treatment team to discuss the outcome.

What is a nurse navigator?

A nurse navigator is a point of contact at Carepath. They're there to assist through diagnosis, treatment, and plan of care.

How do referrals work for additional tests and/or treatment, if required?

Carepath can't make referrals for diagnostic services or treatment. A nurse navigator will help the patient understand their options and how to access any tests, clinical trials, and local treatment providers (physiotherapy, occupational therapy, pain programs, etc.)

Do I undergo an assessment by a physician?

No, there is no physical assessment that takes place. This service works in parallel to the public health care system and is not a replacement for a patient's current health care team.

Intake is done by phone with a member of the Carepath team who will provide the patient with the appropriate consent forms. Once completed, a nurse navigator will reach out within 1-2 business days where they will review the patient's medical history and answer any questions about the diagnosis and health navigation services.

What is cancer assistance?

Cancer assistance offers specialized care and support provided by oncology nurses with the goal of reducing the physical and emotional impact of cancer. The patient is assigned their own oncology nurse who specializes in their type of cancer and provides support throughout treatment.

Is there a limit to the number of times I can speak to a nurse navigator at Carepath?

There's no limit to how many interactions the patient can have with a nurse navigator even if called for different or multiple medical conditions over time. The patient discharges the nurse navigator when ready - not the other way around.

How do I access Carepath support services?

A Carepath intake team representative can be reached by phone at 1-866-883-5956 between 8 a.m. - 8 p.m. ET. Alternatively, visit the website at bbd.pchealthhub.com/carepath-bap, enter the required contact information, and a representative will reach out to schedule an appointment.

How do I access the mental health support?

Mental health support is accessed through People Connect powered by Inkblot, which offers a virtual therapy tool for information, assessment, and appointments. We recognize that third party support is helpful to navigate everyday challenges. If an appointment with a counsellor is desired, you can navigate to the Mental health support section from the main dashboard, then click on "Go to Inkblot" to get started.

When do the counselling hours reset?

The benefits year runs from January 1 to December 31, and counselling hours will be reset to the annual maximum on January 1 each year.

Will my employer know anything about my health condition?

This service is part of your group benefits plan. All information provided is kept confidential.

Where do I find information on my plan coverage?

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Information on your coverage can be found in your plan member booklet. If you don't have a plan member booklet or don't know where to find the information, contact your plan administrator.

**For more information and to get started,
visit bbd.pchealthhub.com/carepath-bap **

