

# People Connect Carepath **BAP**



## Frequently asked questions for plan sponsors



### People Connect Carepath

#### *Support for employees*

People Connect Carepath is a unique service designed to provide health navigation and support to your employees and their dependants. It contains the following core elements:

- **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 specialized physician(s) to ensure the 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
- **Mental health support** – access to an online mental health assessment, user-matched therapist options, and psychiatric collaboration

#### **Can a plan member's dependants use People Connect Carepath?**

Yes. Health navigation, medical second opinion services, and cancer assistance are available for all eligible dependants. However, People Connect mental health therapy and support is intended for adults and older adolescents and isn't meant to be a resource for young children.

#### **What communication is provided to plan members?**

We'll provide an initial plan member email, poster, and FAQ document that can be used as part of onboarding or posted internally (intranet, etc). At the time of program launch, you'll get the option to have People Connect send out a welcome email directly to plan members with a call to action to register for a confidential account.

#### **Will I know how many people have used the services?**

We can provide you with quarterly, aggregated usage reports as requested depending on your group's size and your reporting requirements. Organizations with 25 lives or greater will receive full reports. Groups with fewer than 25 lives can receive basic reporting on the number of program users.

#### **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 their treatment.

## Is there an annual limit on the number of times someone can reach out to People Connect Carepath?

There's no annual limit or cap. Patients are free to engage in the service as often as required.

## Who pays for mental health counselling?

One sponsored hour of mental health counselling is provided per user per twelve-month period. For individual counselling, plan members will have access to a complimentary initial consultation with a counsellor of their choosing to determine whether they're an appropriate fit. If they decide to work with that counsellor following the meet and greet, plan members can then schedule their first counselling session. Complimentary consultations aren't available for couples counselling. Costs incurred by any counselling sessions following the one sponsored hour are the responsibility of the plan member. Depending on their coverage, plan members may be able to submit a claim under their group benefits plan. Sessions are \$45 per 30 minutes and can be booked in 30, 60, or 90 minute segments for individual counselling. Couples counselling can be booked in 60 or 90 minute sessions.

## Do plan members need to travel or be seen in person to use this service?

Not at all. All services provided through People Connect Carepath are provided telephonically and virtually ensuring timely access and support.

## How quickly can a plan member receive a second opinion?

Once Carepath receives all medical documentation and outreach is conducted, the report is generally available in two weeks with the practitioner follow up booked at that time.

## How do plan members access the services?

Plan members and their dependants can contact a representative of the Carepath intake team by phone at 1-866-883-5956 between 8am-8pm EST. Alternatively, by visiting the website at [peopleconnectcarepath.ca](http://peopleconnectcarepath.ca), plan members can enter their contact information and the intake team will reach out to schedule an appointment.

At the time of program launch, you'll get the option to have People Connect send out a welcome email directly to plan members with a call to action to register for a confidential account.

## Business assistance program

### *Support for business owners*

The People Connect Business Assistance Program (BAP) is a unique feature available to business owners as part of the overall People Connect Carepath BAP program. In addition to access to the Carepath elements, the business assistance program provides business owners with access to unlimited legal advisory, financial advisory, HR and management consultations, plus critical incident support services (fee for service).

## Can plan members access business assistance program services?

No. Financial advisory, legal advisory, HR and management consultations and critical incident support services are only available to business owners. The services listed will only be visible when users register with a people leader account type.

## How do I book appointments with professionals through the business assistance program?

### **HR and management consultations**

To arrange a virtual consultation, contact [consultation@inkblottherapy.com](mailto:consultation@inkblottherapy.com). For immediate support call: 1-855-933-0103.

### **Financial and legal advisory**

To arrange a virtual consultation, select additional services at the top of the dashboard and choose the service you would like to access, then click next. Select the category reason for your request and then click next.

- Financial: Enter your location and contact information and select two timeframes that you could be available for a phone call. Then select submit. A financial services representative will contact you directly to schedule your appointment.
- Legal: Call the hotline number that appears and use the consultation number provided to initiate your request.

Consultations can be arranged Monday – Friday during the following hours:

- Financial: 9am – 9pm EST
- Legal: 9am – 8pm EST
- HR and management consultations: 9am – 5pm EST

To receive immediate support from R3 for critical incident support services (fee for service), please email [info@R3c.com](mailto:info@R3c.com) or call 1-855-588-7590 (24/7 live call answer).

### **How long after requesting an appointment will I receive support?**

After requesting an appointment for a HR and management consultation, financial and legal consultations, you can expect to receive an appointment within two days.

### **Is there an annual limit on how many consultations I can receive through the business assistance program?**

No. HR and management consultations, financial advisory, and legal consultations are unlimited. Consultations are typically 30 minutes in length and provided virtually or by telephone.

### **What are the fees for critical incident support services?**

#### ***Acute disruptions, critical incidents, and systemic disruptions, including trauma-informed follow-up***

\$295\* per hour, per debriefer; 4-hour minimum including follow-up calls.

Travel is charged at cost. Travel time is \$100 per hour after the initial hour. After the first 60 km, \$0.68/km is charged. Hotels, airfare, other expenses will be charged subject to approval.

#### ***Ongoing trauma-informed support***

\$250\* per hour for ongoing trauma support. Subject to pre-approval. If needed and identified through validated measures during follow-up we can offer ongoing trauma-informed specialized therapy. Services are provided by a unique and senior network of specialists who have completed trauma informed training and who understand the specific needs of those who have experienced a disruptive event and who may need immediate and specialized care.

*\*Remote locations subject to quote and may include premium fees for remote locations, costs and travel.*

For more information and to get started,  
visit [bbd.pchealthhub.com/carepath-bap](https://bbd.pchealthhub.com/carepath-bap) 

