



INSULATORS LOCAL 95 BENEFIT FUND



vCare

On-Demand Healthcare



Effective **FEBRUARY 1, 2024**, Insulators Local 95 Members and their eligible dependents now have a new on-demand virtual healthcare solution!

Have a health question or concern? Our virtual care platform is designed to address your healthcare needs via secure text and video chat — anytime, wherever you are.

This online platform provides you and your family with 24/7, personalized medical support wherever you are in Canada:

- Convenient primary and mental health-care support
- Fill and refill prescriptions, specialist referrals, and lab requisitions
- Health records on the platform, with updates sent to your family doctor with your consent
- Unlimited virtual consultations via secure text and video chat, 24/7
- Virtual follow-ups with no appointments required

You can connect instantly with a healthcare provider for your primary health questions and concerns, and avoid visits to walk-in clinics or emergency rooms for non-emergency issues such as:

- Anxiety and depression
- Cough, cold and flu
- Infections, rashes and skin irritations
- Stomach and digestive issues
- Weight loss counselling and smoking cessation
- And much more

Please note: Specific cases will require an inperson medical appointment at the discretion of our healthcare providers. **This service is not for emergencies** — for emergencies, please call 911 or go to the nearest emergency room. Our clinicians cannot complete Workers' Compensation forms or sick notes for more than three days.

To begin your registration process, you will need to visit www.vcareregistration.com. You will be required to enter the following information: email, province of residence, group number and certificate number, and create a password. After registration, you will be prompted to download the App from Google Play or the iOS store - Search for the Telus Health Virtual Care App and proceed to download. After downloading, all you need to do is enter your email address and the password you created during the registration process.



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LifeJourney

Member & Family Assistance Program



Effective **FEBRUARY 1, 2024**, your Member Family Assistance Program (MFAP) will no longer be provided by HumanaCare. Insulators Local 95 Members and their eligible dependents now have access to LifeJourney, a new way to approach the MFAP.

It's a single, integrated virtual service that provides you with 24/7 access to immediate, compassionate care directly through the vCare App.

With LifeJourney, you and your dependents will have access to additional resources to help with a wide range of challenges: **financial and legal assistance, mental health support, nutritional consultations, and virtual care.**

And while LifeJourney is a digital platform, you will be guided by a Care Advocate at every step of your journey. Your Care Advocate will help you find the right resources and put together a personalized treatment plan to help you reach your health and wellness goals. Best of all is that your family members also have access to vCare and LifeJourney so that the whole family can stay healthy and well.

LifeJourney works with vCare to have all your wellness resources in one place — your primary care and MFAP in one convenient App. Once you've activated your vCare account, you will also have access to your extended LifeJourney resources: **allied health professionals, case management, diagnoses, forms, lab work requests, mental health, prescriptions, and specialist referrals.**

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