

Frequently asked questions for plan members



People Connect - People Corporation's mental health resource centre

What is People Connect?

A mental health micro-site designed to add support to workplace and individual mental health. Responding to ever increasing number of mental health challenges faced by Canadians, we have built a proprietary solution added to employee benefits. People Connect offers a customized resource library, tools and webinars that focus on workplace mental health such as destigmatizing mental illness, accommodating employees returning to work and supporting the Canadian Standard for Mentally Healthy and Safe Workplaces.

You can log in to join the micro-site to download and interact with our services. The site is secure and confidential and available in both English and French. There is a virtual mental health assessment that uses the Diagnostic and Statistical Manual (the DSM) to identify a potential diagnosis. This can be shared with your family physician or with a therapist on our site. The therapist will seamlessly receive the assessment online and help formulate a treatment plan; you can continue to see the therapist using your paramedical coverage. The therapists on our site have access to psychiatric collaboration should the diagnosis, and therapeutic treatment plan need review and input.

Can my eligible family members (including dependents) use this site?

People Connect is available to you and your eligible family members (spouse/partner/dependent). However, the People Connect site is intended for adult use, older adolescents and young adults and is not meant to be a resource for young children. If you have concerns about a dependent using this site, please do not share the url to access with them.

How do I or my dependents access the assessment and therapy?

You and your family members who are covered on your benefit plan can access the assessment, resources and therapy via the People Connect site: www.pcpeopleconnect.com/ACRC or www.pcpeoplevousconnecte.com/ACRC. You will be asked to register by indicating your name, email (personal or work) union name (when you start typing the name **ACRC**, it will auto populate and you can select from the list), status (if you are a people leader you should select this option, as you will have access to the employee resources as well) and then password (which you will create). Once complete you or your dependent can access the assessment, resources, therapy network, choose your therapist and book your appointment immediately and virtually. Your assessment can be seamlessly sent before your first appointment. The first session is at no cost to you or your dependents. Your benefit plan has paramedical coverage - ensure you check what your plan maximum is and what balance remains available.

If I have access to an Employee Assistance Program which service should I use first?

EAP is utilized for everyday concerns, work conflict, bereavement, stress and life balance. EAP is brief and solution focused therapy, on average 2 to 4 sessions. EAP is for access to childcare, eldercare, legal, nutrition and financial self help options and workbooks. People Corporation's People Connect offers mid-term therapies, support for workplace programs and tools for managers. People Connect provides access to affordable virtual therapy, in one on one professional sessions, that can be invoiced through your mental health, paramedical benefits. People Connect offers a digital assessment and the virtual video therapy includes psychiatric collaboration. You can use the EAP and then use this program if you need longer term therapy. You can use People Connect to help find good and affordable therapists.

What is the cancellation policy?

On-time cancellations (more than 12 hours notice) you will not be charged for the appointment. In the case of first free sessions, you will be able to rebook at no cost. Late cancellations (less than 12 hours) or missed sessions you will be charged for a 30 minute session regardless of the booked session's duration. In the case of first free sessions, the initial session will be forfeited and you can continue with paid sessions.

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Who pays for subsequent therapy sessions?

You pay for all additional sessions via credit card or assign directly to the Plan Administrator. Each 1 hour session is \$75 and each 30 minute session is \$37.50. You will be provided with a receipt. Depending on the coverage available through your group benefit program, some or all of the costs associated with this therapy could be an eligible expense. If you are planning on submitting these services for reimbursement, please ensure that you are covered PRIOR to starting any therapy treatment. You can use your credit card and be reimbursed through your benefits coverage. You can also have the plan administrator pay with consent to the release of personal non-medical information to facilitate this payment. No data will be released to unions or employers. Members will need their Coughlin Client ID or Member Number for this option.

How many languages, religion and conditions are offered for the therapy?

Therapy is offered in 20 languages, 5 religions and covers 20+ conditions.

What are the different types of therapists available?

The available therapists are psychotherapists, social workers and psychologists. All therapists are Canadian residents, and a member of a College or Association in good standing. The therapists will be matched to your benefit plan coverage. The therapists may be referred to by their acronym. Please see the list of therapists that may be available to you depending on your benefit coverage:

- CCC, Canadian Certified Counsellor
- RCC, Registered Clinical Counsellor
- RMFT, Registered Marriage and Family Therapist
- RPC, Registered Professional Counsellor
- RPsych, Registered Psychologist
- ATR, Registered Art Therapist
- RP, Registered Psychotherapist
- RSW, Registered Social Worker
- RSSW, Registered Social Service Worker
- RCSW/LCSW, Registered/Licensed Clinical Social Worker

Do I also have access to a psychiatrist?

You and your therapist can decide if it is necessary. The therapist has access to psychiatry as a collaborative session and for consultation as needed. The therapist simply makes this request through the site. This will usually be when clinically indicated by function or potential diagnosis. This will not be needed for everyone. There are no additional fees.

What about confidentiality?

Only you and your therapist have access to your mental health information. Therapists reside in Canada, are highly experienced and are regulated professionals. Strict Canadian regulations for online health services are followed and all information is fully encrypted on a regularly audited server.

What if I don't know my policy number or paramedical coverage?

Contact your plan administrator to obtain your policy number or information regarding your paramedical coverage. Your coverage will also be noted in your Benefit Booklet. You will need your Coughlin member number or Client ID number, to have the Plan Administrator make the payment directly. **This number is available on your monthly statement or drug card.** In addition, for Benefit Plan questions contact winnclaims@coughlin.ca.

Who do I contact with questions regarding People Connect?

Contact peopleconnect@peoplecorporation.com for any inquiries related to the People Connect mental health resource centre.