

February 2022

As we approach the second anniversary of the pandemic, we are optimistically considering post-pandemic life and the “new normal” that will emerge. In reflecting on 2021, our Health Assist business experienced unprecedented growth from coast to coast which would not have been possible without you, our distribution partners.

Thank you all for your support and partnership.

Inkblot™ Mental Health Therapy

As the need for mental health support continues to increase, we are excited to announce a new addition to our digital benefits. As of April 1, 2022, Inkblot Therapy will be an included benefit of Health Assist – all Health Assist plans will include two hours of individual and two hours of couples virtual counselling through Inkblot with no out-of-pocket expenses for these four included hours of therapy.

Inkblot provides a unique and flexible matching process that takes into consideration the clinical specialty and credentials of the therapist, personal preferences, culture, and language. Access to virtual appointments can happen quickly – plus, virtual video counselling eliminates geographical barriers and the need for travel to appointments.

To continue working with their chosen therapist, additional virtual sessions with Inkblot are easy to arrange and eligible for coverage under the Psychology benefit of Health Assist plans.

The Inkblot virtual counselling benefit (two hours individual + two hours couples) replaces the iCBT Therapist Guided Program benefit from MindBeacon™. MindBeacon remains a GSC recognized mental health provider and claims for MindBeacon services will be eligible for coverage under the Psychology benefit of Health Assist plans.

Registered Dietitians

Also beginning April 1, 2022, all Health Assist plans will include coverage towards the services of registered dietitians as part of the Professional Services and Registered Therapists benefit.

Current Health Assist plan members will be notified of these plan updates in March.

Refreshed Health Assist URL

We redesigned and enhanced our Health Assist online experience for prospective customers and applicants in late 2021. Feedback has been fantastic, with brokers enjoying the new sell features and the succinct quoting and plan comparison features – leading to continued growth of Health Assist applications submitted online.

Directing prospects to apply online also means a more effective and efficient sales process and faster turnarounds. If you haven't already, check out the new content sections, including:

- the advantages of GSC Health Assist, “Why Buy”, and;
- a Resources section that outlines what to expect after an application is submitted; how to submit claims; and Frequently Asked Questions.

New Health Assist digital brochures

Health Assist brochures are going digital! The new format is easy to navigate and easy to share online. You can also customize the brochures with your own contact information to send to your clients or print as required. Stay tuned for the new brochures coming soon to the [Health Assist Advisor site](#).



Health Assist Rates Update

New rates will be in effect for our ZONE and LINK plans for new business effective April 1, 2022. Rate adjustments vary by province, plan, and age bands.

The Health Assist URL will be updated March 1, 2022.

Current plan members will have their rates adjusted on their anniversary date and will be notified 30 days prior to the change.

Contact us if you have any Health Assist questions

If you have any questions or would like to set up a training session, please reach out to a member of the GSC Health Assist team below:

Contact	Email	Office	Cell
Health Assist	healthassist@greenshield.ca	1.844.898.4742	n/a
Chris Hannon	Christine.Hannon@greenshield.ca	1.800.268.6613 ext. 3411	416.592.0257
Jane Pilkey	Jane.Pilkey@greenshield.ca	1.800.268.6613 ext. 3410	905.424.9564
Dom Servideo	Domenic.Servideo@greenshield.ca	1.800.268.6613 ext. 4245	416.592.0828