



# ASEBP's New Employee and Family Assistance Program FAQ - Updated

On **December 1, 2022**, ASEBP will be changing providers for its Employee and Family Assistance Program (EFAP). We understand that you may have questions about how this change will impact you, so we have put together this document to address what are likely the most pressing questions you may have. If you have additional questions, please reach out to an [ASEBP benefit specialist](#).

## WHO IS ASEBP'S NEW EFAP PROVIDER?

[Inkblot](#), a Canadian company aiming to create the world's most accessible EFAP. Their foundation is built on evidence-based approaches to employee wellness and is centred around relationship building at the clinical level, all while using the latest advances in research and innovative technology.

Headquartered in Toronto, Ontario, they have employees and clinicians working in cities, towns, and rural areas across Canada, which ensures that no matter where you're accessing care, you'll be able to get assistance.

## WHY IS ASEBP CHANGING PROVIDERS?

It's been almost 10 years since ASEBP introduced the EFAP as a regular part of its benefit offerings, and we've had the same provider throughout this time. While we've been pleased with our experience with Homewood Health, we understand the importance of ensuring the services we offer remain competitive and continue to meet the evolving needs of those we serve and support.

To this end, the ASEBP Trustees directed Administration to conduct a comprehensive environmental scan and a Request for Proposal (RFP) with reputable vendors to evaluate available options. After a successful RFP response from potential vendors, and a thorough shortlisting, presentation and review process, it was agreed that moving forward with a new provider was in the best interest of employers and covered members.

Inkblot is positioned to evolve ASEBP's EFAP offering in ways that better align with and complement our other benefit offerings, like psychology services coverage.

## WHAT DOES THE NEW EFAP OFFER?

With a network of registered psychologists and Masters-level clinicians across Canada, Inkblot offers you quick and easy access to the mental health supports you need, no matter when or where you need them. Appointments can be booked in 24-72 hours from when you first reach out.

Inkblot's highly qualified and responsive staff are trained to assist you in managing depression, anxiety, grief, stress, substance use, eating disorders, and a multitude of other mental-health-related challenges.

Your EFAP offers more than just mental health supports. Through Inkblot's WorkLife Advisory Services, you can also access:

- **Health consultations:** receive advice from a registered nurse or dietitian for things like nutrition support, smoking cessation, etc.
- **Legal advice:** seek advice for things like real estate law, family law, etc.
- **Financial advice:** guidance on managing debt, saving for the future, etc.
- **Career coaching:** get support with making a career change or having difficult discussions with your staff.
- **Life transitions:** from becoming a new parent to planning for retirement, your EFAP can help with it all.

Trauma and crisis support services are also available.



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## IS THERE A LIMIT ON HOW MANY COUNSELLING SESSIONS I CAN RECEIVE WITH THE NEW EFAP?

Yes. Each calendar year, you will receive an allotment of hours, which include:

- Four hours of individual counselling
- Four hours of couples/family counselling
- Four hours of health consultations
- Four hours of career coaching
- Four hours of life transition coaching
- Legal advice, as needed (no limit)
- Financial advice, as needed (no limit)

These hours are individual to you. Your dependants (i.e. a spouse or children) will also receive their own allotment of EFAP hours each year, if eligible.

While the number of sessions covered by your EFAP are capped each year, that doesn't mean you have to stop seeing your chosen practitioner once your hours have ended. If you feel that you would benefit from additional sessions, you can continue seeing the same them and they will simply bill you directly, at a discounted rate (\$110/hr for in-person session and \$90/hr for virtual). You can then submit your receipt to ASEBP for reimbursement through your [psychology services benefit](#) and/or your Health Spending Account, if enrolled. Offering a continuity of care such as this is just one of the many perks of our new EFAP.

## WILL THE NEW EFAP SERVICES STILL BE OFFERED AT NO ADDITIONAL FEE?

Yes. Just like our EFAP with Homewood Health, all EFAP services are available to you at no additional cost until you've reached your yearly allotment of hours as noted above.

## WILL I HAVE TO REGISTER FOR ANYTHING IN ORDER TO ACCESS THE NEW EFAP?

Yes. Starting December 1, 2022, ASEBP will have a dedicated web portal with Inkblot that you'll use to access their services. This includes a comprehensive intake questionnaire, which based on your unique needs and preferences, matches you with a list of potential practitioners. The list provides you with practitioner bios, along with a list of their treatment areas, so you can choose someone you feel will work best for you.

ASEBP's dedicated Inkblot web portal also allows you to book appointments (virtual, in-person or over the phone), reach out to your chosen practitioner between sessions via a secure chat feature, access WorkLife Advisory Services, and read up on the latest wellness news via the Inkblot Wellness Hub.

In December, Inkblot will send you an email (to the email address ASEBP has on file for you) inviting you to register for their platform. Dependants and those whom we do not have email addresses for, will be able to register for an account via ASEBP's dedicated Inkblot platform link, which will be shared on asebp.ca once the new EFAP launches.

## HOW WILL THIS IMPACT MY ABILITY TO ACCESS THE CURRENT EFAP?

Homewood Health will continue to be your EFAP provider until November 30, 2022. We encourage everyone to continue using the Homewood EFAP as needed until that time.

ASEBP's hope for the EFAP has always been to ensure that you and your dependants have access to the care you need, when you need it, so please do not wait until the new provider is in place before reaching out for help.



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## **WHAT IF I'M ACTIVELY USING HOMEWOOD HEALTH EFAP SERVICES WHEN YOUR CONTRACT WITH THEM ENDS?**

Providing continuity of care for our covered members during the transition is important to us. If you or a dependant are participating in counselling or another Homewood Health EFAP program that started before December 1, 2022, you will be able to continue these services until completion.