



# ASEBP's New Employee and Family Assistance Program FAQ

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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 Inkblot, you and your dependants will continue to have access to counselling, as well as advisory services for things like legal and financial advice, in addition to health coaching and other services.

We'll provide more details on the new program as we get closer to the December 1, 2022, launch date, so be sure to check back on [asebp.ca](#) in the coming weeks and months.

## 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 maxed out your yearly allotment of hours. We'll share more on this in the coming weeks.

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

Yes. Because the new EFAP is offered by a new provider (Inkblot), you and your dependants will need to register for the Inkblot platform.

In December, Inkblot will send you an email (to the email address ASEBP has on file for you) inviting you to do this, which will give you access to all the services the new EFAP offers. 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. We'll share this link on [asebp.ca](#) once the new EFAP launches.



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## **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.

## **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.