



# Inkblot Employee and Family Assistance Program Q&A

Below are the questions we received during the [ASEBP EFAP Orientation](#), facilitated by Inkblot, that occurred on Wednesday, January 25 at 6:00 p.m. Edits have been made for clarity.

**Q: When it comes to the allotted hours for counselling, is it a total of four hours shared between each category (Individual and Couples), or eight hours total (i.e. four hours for each category)?**

**A:** Your ASEBP Employee and Family Assistance Program, provided by Inkblot, offers four hours of individual counselling per calendar year and four hours of couples counselling per calendar year, for a total of eight counselling hours.

**Q: Do the legal services offered through the WorkLife Advisory program include having legal documents, such as a Will or Estate Planning documents completed, or would this service just provide advice on how to complete them?**

**A:** The legal consultations offered through the WorkLife Advisory Service are typically 30 minutes in length and are offered by legal professionals. This service is meant to answer general legal questions and is not for the completion of legal documents. If you have questions while completing these documents, this would be a great service to utilize.

**Q: If the legal service through the WorkLife Advisory program is unlimited, then why would I need to retain the lawyer afterward at a discount?**

**A:** Yes, the legal consultations provided through your Employee and Family Assistance Program's WorkLife Advisory Service are unlimited, meaning you can access this service as many times as you wish. That said, consultations are 30 minutes in length and are meant to answer questions about legal matters. Should you have documentation you would like legal assistance with or would like to obtain legal support for an ongoing issue, then you can retain the legal professional who has been assisting you with your questions. Because you already have an existing relationship with the legal professional, they will offer you a discount on their typical rates. These services would be offered outside of your Employee and Family Assistance Program and at your own expense.

**Q: Does the counselling coverage have to be with one of the counsellors provided in the list?**

**A:** If you would like to access counselling through your Employee and Family Assistance Program, then yes, you would have to use one of the counsellors connected with Inkblot. Using the matching service provided on the [Inkblot platform](#) will assist you in choosing a counsellor who best matches your specific needs and individual preferences. You can also call Inkblot at 1-855-933-0103 to be connected with a counsellor.

If you would like to work with a counsellor outside of your Employee and Family Assistance Program, ASEBP does provide coverage, up to a per session and yearly maximum, for counsellors. Please visit [asebp.ca](#) for details on the [psychology and counselling service coverage](#) ASEBP offers. Additionally, if you have worked with a counsellor in the past and they are not a part of Inkblot's network, you can have them reach out to Inkblot directly (1-855-933-0103) to request information on joining their network.



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**Q: After four sessions with a counsellor, is billing consistent at a single rate or do different counsellors with Inkblot have different rates?**

**A:** Yes, billing fees are consistent. Once you've completed your yearly allotment of counselling hours, if you would like to continue seeing the counsellor you have been working with through the Employee and Family Assistance Program, they will charge you either \$90/hour for virtual sessions or \$110/hour for in-person sessions.

Remember to submit receipts to ASEBP for reimbursement through your general health benefits and/or your Health Spending Account, if applicable. Your ASEBP benefits provide \$1,200 per calendar year (per covered person) for [psychology and counselling services](#).

**Q: Is there typically a waitlist to be connected to the WorkLife Advisory Services?**

**A:** The turnaround time from when you request a service through the WorkLife Advisory program and when you're connected with a provider depends on the service you would like to access:

- **Health & Life Coaching:** referrals are made within two business days. Coaches are then asked to offer session availability to clients within 3-5 business days of receipt of the referral.
- **Career Coaching:** a match with a coach is made within one business day, and then coaches are asked to offer session availability to clients within 3-5 business days of notification of the match.
- **Legal & Financial Services:** are client initiated, so appointment days and times are arranged according to the client's availability.

Providers may initially reach out via the messaging functions on your personal Inkblot dashboard. If you experience any problems connecting with a provider, please contact Inkblot at 1-855-933-0103 or reach out to them via their live chat feature on the [Inkblot platform](#).

**Q: Are in-person therapists available in large cities only, e.g., Calgary, or would they be available in smaller ones, too?**

**A:** Inkblot's network of counsellors offers in-person sessions in metro and rural areas whenever possible; however, availability of these counsellors will vary.

**Q: I have had two sessions, but I have not been asked for my ASEBP ID or my credit card. Why?**

**A:** Your ASEBP Employee and Family Assistance Program offered by Inkblot provides you with four individual counselling hours each calendar year. If you have used two one-hour sessions already, then that means you still have two hours of sessions left. You will only be asked for payment information, like a credit card, once your allotted hours are used for the calendar year and you wish to book additional counselling sessions.

Your ASEBP ID is only needed to register for the Inkblot platform, your counsellor won't ask you for this information.



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**Q: How extensive is the confidentiality between the parents and the dependants? For example, if I have a minor child who needs care and they have their own account, are parents able to see what services they have accessed?**

**A:** Inkblot takes confidentiality very seriously, which is why they request that dependants looking to use the Employee and Family Assistance Program register for their own Inkblot account. This way, they can access the services they want or need, without anyone else knowing what services they've accessed, and it also ensures they are matched with providers who are trained for aiding their age group to best meet their needs.

When it comes to minors accessing counselling services, depending on the age of the minor and reason they are seeking counselling, parents or guardians may be invited to an initial session. This will be done at the counsellor's discretion, if they feel it would be of benefit to all parties.

**Q: Is this service provided after retirement if we continue to pay our ASEBP fees?**

**A:** The ASEBP Employee and Family Assistance Program provided by Inkblot is **not** offered to those participating in the former Early Retiree Benefits program nor the MyRetiree Plan.

**Q: Is there a general date that all ASEBP coverage rolls over (fiscal year) or is it dependent on employment start dates?**

**A:** Yearly allotments for ASEBP's Employee and Family Assistance Program provided by Inkblot reset on January 1 every year, meaning each January you will receive a new allotment of hours (four for individual counselling, four for couples counselling, etc.).

For other ASEBP benefits, please visit [asebp.ca](http://asebp.ca) to learn more about the dates in which specific benefits reset, as they can vary by benefit type.

**Q: When I first registered and completed the counsellor matching questionnaire, I didn't really need a counsellor at the time, but figured it would be helpful to complete in case I needed one in the future. However, now I keep getting emails asking me to complete my registration, which I thought I had.**

**A:** When ASEBP started offering the new Employee and Family Assistance Program with Inkblot, everyone, regardless of their registration status, received reminder emails to register for the platform. This particular series of emails concluded at the beginning of January, so you should no longer receive registration reminders for the Inkblot platform.



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**Q: I know that some therapists and counsellors charge more than double the \$90 hourly rate of Inkblot. Do your therapists get paid on top of what we pay through the organization/government/benefits? Do you feel your therapists are comparable to independent therapists?**

**A:** Counsellors who have partnered with Inkblot do not receive additional payments from Inkblot, ASEBP, or any government programs for the sessions they provide to those accessing their services through Inkblot.

All of Inkblot's counsellors and other service providers are thoroughly trained in their respective fields of expertise, with counsellors holding at least a master's degree. Inkblot vigorously screens providers before allowing them to join the Inkblot network.

**Q: Once I'm matched with a counsellor, am I able to choose a new counsellor?**

**A:** Absolutely! If you feel the counsellor you initially matched with isn't the best fit for you, you can unmatch with them and select a new counsellor at any time. This can be done through the Inkblot platform by visiting the My Care Team tab, clicking on your current counsellor and scrolling down to the bottom of their profile. You should see an "unmatch" link there. Once you've unmatched, you can either retake the full screening questionnaire or simply review your matches again.

Check out the recording of the [ASEBP EFAP Orientation](#) for a demonstration of how to do this.

**Q: Can the free 15-minute consultation be in person or is it only virtual?**

**A:** The free 15-minute consultation with your chosen counsellor is offered virtually or over the phone.

**Q: Are you able to search to see if a counsellor that you have personally seen in the past is one of Inkblot's providers?**

**A:** Inkblot's provider listing isn't available for general searches, but you can call Inkblot to inquire about a provider you've previously seen being a part of their network. You can reach them at 1-855-933-0103. Alternatively, you can reach out to the counsellor and inquire with them directly. If they are not already a part of Inkblot's network and are interested in joining, they can contact Inkblot via the number provided above to get more information about joining the network.

**Q: If you complete your four credit hours with a counsellor virtually but moving forward want to connect with someone in person and as a result need to switch therapists, will the virtual counsellor share case notes and files with the new counsellor?**

**A:** Yes, if you provide consent for your current counsellor to share your file with your new counsellor, then they can share case notes and files with the new counsellor.

It is possible that the counsellor you see virtually may also offer in-person sessions, so we encourage you to check into this first, if you like your current counsellor, before making a switch.



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**Q: If my dependant is going to university out of province, what province should they use when registering and requesting services?**

**A:** When your dependant goes through the matching questionnaire for counselling services, they should choose the province in which they currently reside. So, if they go to school in British Columbia, then they would choose British Columbia as their province.

**Q: Are the sponsored hours transferable? Say if I don't require couples counselling, can I transfer those four hours to individual counselling?**

**A:** No, your yearly allotment of hours are not transferrable from one type of service to another type, nor between individuals.

Additional question that came in after the event:

**Q: How is Inkblot able to recruit and retain such an amazing network of highly specialized health/life coaching experts such as registered dietitians, doulas, naturopaths, nurses etc.**

**A:** Inkblot's Health and Advisory Services team are constantly updating and recruiting for its program to include an ever-expanding network of specialized service providers. Often these coaches offer similar services in their communities in a private practice. They are excited to join Inkblot and support Inkblot's clients because they believe in and support Inkblot's mission. They appreciate the support and clinical oversight provided by Inkblot's nursing team, which allows them to receive comprehensive referrals, wherein the client has already completed the intake with a nurse, allowing the coach and client to begin working on goals immediately.

Since Inkblot knows that mental and physical health conditions do not exist in a silo, their coaches appreciate knowing that each client they work with has access to mental health supports. In this way they can direct a client who may have mental health concerns to the resources and supports available to them through Inkblot and allow the coach to work within their scope and not waste time trying to source referrals and resources for the client.

And finally, Inkblot's coaches appreciate the volume of referrals they can receive as part of the Inkblot network, without the need to market their services.