

TEST | DRUM ROLL PLEASE: announcing your new wellness concierge

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GroupHEALTH is excited to announce the launch of sparrow, a new wellness concierge included in your GroupHEALTH benefits plan.

On October 1, 2024, we're charting a better path with sparrow and transforming healthcare integration and accessibility. Through sparrow you'll receive seamless access to comprehensive care, supporting you and your dependents in proactively managing your whole health in one centralized place.

Get to know sparrow

Depending on your benefit plan, sparrow offers:

- An integrated wellness concierge experience, featuring access to all services through a **single app**.
- Enhanced **mental health support**, including kids' mental health, digital CBT, and a network of over 5,000 therapists nationally ready to provide effective, high quality care, in over 30 languages.
- Access to direct and seamless **virtual healthcare**, connecting you to a licensed physician in under 10 minutes.
- The benefit of a **unified health record**, meaning your medical history and experience is available to sparrow's network of healthcare providers.

- Access to our **integrated pharmacy services** which combine the trusted expertise of licensed pharmacists with the ease and accessibility of a digital platform.
- A gateway to a **transformed Employee and Family Assistance Program (EFAP)** that includes critical incident support, 24/7 crisis support, substance-use management, and other resources that go beyond expectation from a traditional EFAP.
- Peace of mind and confidence in your healthcare diagnoses with **Medical Second Opinion**, knowing you're receiving the right treatment for the best outcome.



Ensuring you have continuity of care

The services listed above will replace current WorldCare Medical Second Opinion services and all TELUS service offerings including EFAP, Virtual Healthcare, and/or Pharmacy starting October 1, 2024. What services are available to you in sparrow may vary based on your benefit plan, check your benefit booklet for current TELUS coverage information. You can continue to use these services in accordance with your benefit plan until October 1, 2024.

If you are currently using TELUS or WorldCare for services such as counselling or second opinion cases, you will continue with their care until your case is complete.



Here's what's happening next

- Later this month, we'll remind you of the sparrow launch, providing you with more information to support you in accessing your comprehensive

care and managing any existing care transitions.

- On October 1, 2024, you'll receive an email directly from sparrow inviting you to begin exploring all it has to offer.
- Starting in October, we're hosting orientation sessions to take you on a tour of sparrow, highlighting some key features that you won't want to miss.

Until then, we hope you're as excited as we are for you to experience sparrow!

If you need support, please contact your plan administrator.



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