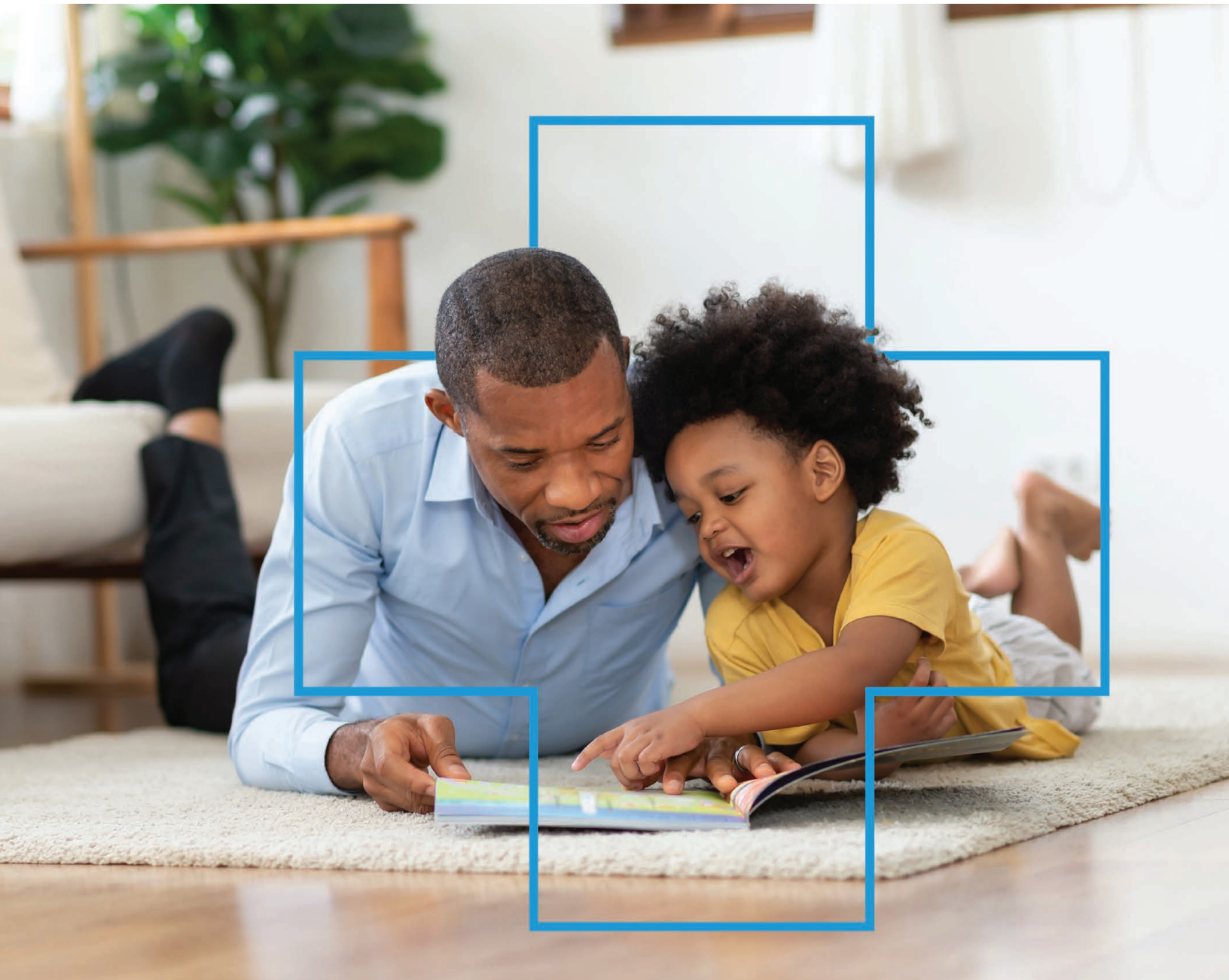




Programs and Services

Discover the programs and services available to you

INCONFIDENCE®

The inConfidence* wellness program offers you personalized support and practical tools to better manage your well-being through a network of qualified counsellors:

- ✓ **Counselling services:** Support for emotional health, addictions, workplace issues, parenting, seniors, consumer and community needs, education, disability, adoption, financial and legal needs.
- ✓ **Interactive resources and tools:** Access to educational resources, including articles, booklets, podcasts, financial calculators, self-assessments, and other tools available on the inConfidence website.

Your benefits

- ✓ 5 hours of individual counselling and 5 hours of couple counselling
- ✓ 5 hours each of life, health and career coaching
- ✓ Access to legal and financial information and educational resources
- ✓ Unlimited 24/7 crisis support
- ✓ Tranquility: Self-guided internet-based cognitive behavioral therapy (iCBT) program

You can choose your counsellor, appointment length (30, 60 or 90 minutes), appointment date and time, and counselling preference (in person, video, or phone).

Visit inconfidence.ca or call **1-855-933-0103** to start your journey towards optimal well-being today.

*Blue Cross's inConfidence service provider is Inkblot. Inkblot abides by all applicable laws, which may require it to limit services or to disclose information to authorities regarding child abuse, elder care, or threats of harm. The inConfidence program does not replace licensed disciplines such as the practice of law or medicine.

CONNECTED CARE

Connected Care provides access to a digital platform for health and wellness services. Simply log into your Member Services Site or mobile app and immediately benefit from the offers.

- ✓ **Online Doctors**:** Convenient virtual health care that gives you access to medical consultations to quickly get a diagnosis or prescription for common ailments.
 - With the Complete Health plan: Enjoy 4 consultations per year at no cost, from Monday to Friday, 7 AM to midnight. For additional consultations or appointments outside these hours, you still benefit from preferential rates.
 - With the Guaranteed Acceptance or Assured Access plan: Enjoy flexible access to medical consultations at preferential rates, anytime.
- ✓ **360 Total Care Program:** A holistic health coaching program to help individuals facing health issues from diabetes, hypertension, or obesity. This program provides personalized health coaching from a team of health care professionals, at a reduced cost, via the 360Care app that supports video, talk or real-time chat.
- ✓ **sanoMidLife:** An innovative program supporting menopause and midlife changes through one-on-one consults with experienced clinicians at preferred rates, advanced AI insights and peer-to-peer support groups for shared experiences.



And other additional health services:

- ✓ **Online Glasses:** Purchase glasses at a lower cost with fast delivery.
- ✓ **Online Physiotherapy:** Access virtual physiotherapy at preferred rates.
- ✓ **Mindfulness App:** Enjoy 3 months of free access to Petit Bambou.
- ✓ **Health Connected:** Use this portal to assess your health and develop your wellness skills.

Explore even more services!

The services offered may change without notice. To discover all available options and stay updated on new offers, log into the mobile app or visit the [Connected Care](#) web page.

**Medical consultations are provided by nurse practitioners or general practitioners. Fees apply for consultations that require specialty services. No services will be provided for medical emergencies, prescription of medication designated as controlled medication by Health Canada, completion of worker's compensation board/commission forms or other types of disability forms, backdated sick notes, and any condition deemed by the physician, at their sole discretion, to be inappropriate for an online consultation. Online Doctors services are provided by Maple.

BLUE ADVANTAGE®

Blue Advantage offers savings on medical, vision care and many other products and services from participating providers across Canada.

Visit blueadvantage.ca for the complete list of providers and discounts available.