



# Mental Health+

## Maximum coverage across the continuum of care

A seamless, uninterrupted care model that goes beyond the standard mental health program by supporting members over time and as their needs change throughout their journey to recovery.

### Fast, simplified access

- **24/7 access** to self-care toolkits and imminent danger support
- Initial guidance and evaluation **within 60 minutes**
- Virtual consultations **within 24 hours**

### Extended continuity of care

- Regular **mental health score tracking** to monitor symptoms
- Case management and **follow-ups after every session**

### Top-quality treatment until remission

- Access to a **multidisciplinary team:** therapists, psychologists, MD/NP, mental health specialists, coaches
- **Clinical assessment and medication** when needed

### Challenges with today's mental health programs

- ⚡ Fragmented access to care**  
Multiple programs across multiple platforms means members are often confused about where to go when help is needed
- ⚡ Unmet needs despite investments**  
24% of Canadians indicate that the mental health support available in their benefit plan is not sufficient
- ⚡ Long delays, long recovery time**  
Canadians wait 8+ days on average to see a mental health professional and disability claims related to mental health continue to grow year over year



## Dialogue's Mental Health+ program



### Holistic, stepped care approach

A seamless, uninterrupted care model supports members over time, no matter where they are in their mental health journey



### Flexible to member preferences

An integrated blend of self-led and practitioner-led therapy options addresses the needs and preferences of all members



### 360° support drives improved health outcomes

From zero barrier, immediate support to white-glove therapy until remission, our circle of care drives outcomes more quickly, reducing overall organizational costs

# Mental Health +

Built for your needs today,  
flexible to your needs of tomorrow.

## Effective Approach

**86% remission rate** achieved on average versus less than 50% when using a monotherapy or fragmented solution

## Improved Outcomes

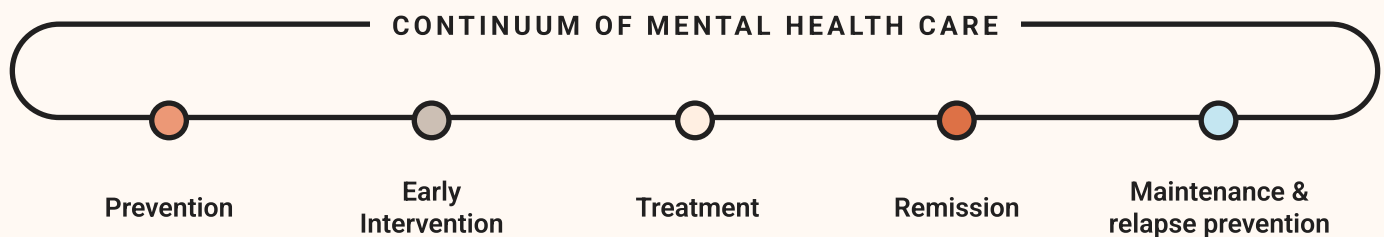
~70% of our members experienced a **50% mental health score improvement** and needed less time away from the office than the national average

## High Satisfaction

**98% member satisfaction rate** on average with our services and mental health care team interactions

## Circle of care

A seamless, uninterrupted member-centric journey



## Immediate support

The key to prevention is access to immediate support with no barriers or delays. Our self-care toolkits (iCBT) are available 24/7 and members can opt to speak to our care team whenever they are ready.

## Stepped care support until remission

A holistic approach to treating mental health issues that is centered around the member, providing the right type of intervention, at the right time, no matter what their issue or care preferences are.

### SUPPORT RANGES FROM:

- Self-therapy (iCBT) with coach assistance
- Coaching with a mental health specialist
- Therapy sessions (solution-focused, CBT)
- Clinical assessment + medication if needed

## Recovery support

Once they are back on their feet, we want to ensure they stay this way. To prevent a relapse, we guide the member to self-therapy resources to build upon what was achieved during treatment and provide the tools to monitor their symptoms regularly.