



# Support

## Income Protection

Support Services Guide

Protection

# Your Support Services

You have access to the following support services if you've selected Canada Life's Partner Life Insurance through your employer.

**WeCare** looks after your wellbeing with a 24/7 UK-based online GP, mental health counselling, a get fit programme, legal and financial guidance, plus much more. Using your phone, tablet or desktop, you and your family have 24/7 access to thousands of experts, all from the comfort of your own home.



**Toothfairy** is the UK's first health regulated, smart dental app. Designed by dentists and partnering with real dentists in the UK, Toothfairy provides instant access to advice, guidance and prescriptions, all from the comfort of your home.



**myStrength** is your mental wellbeing app. Choose the support you need and get personalised guidance to help you overcome life's challenges. From guided meditation to improving sleep, you can learn from hundreds of activities at your own pace, helping you make simple everyday changes to improve your mental wellbeing.



The **Second Medical Opinion** service provides access to over 50,000 leading consultants worldwide. They offer second opinions on diagnoses and treatments for almost any condition.





Read this guide to learn about your support services including how to access them

## FAQ

### Will I be charged for using these services?

Support services are free for you to use. However, there are additional charges for some WeCare and Toothfairy services.

### What are the additional charges?

- There's a fixed £20 admin fee for any private prescriptions ordered through Toothfairy, plus the cost of your prescription which may vary
- Video consultations with a UK dentist are £29 per appointment
- Discounted cosmetic services, such as teeth whitening, are available from Toothfairy at an additional cost
- There's a cost for any private prescriptions ordered through the WeCare 24/7 consultation

### Who can use these services?

With the exception of Toothfairy, you and your immediate family if you've selected Canada Life's Income Protection Insurance through your employer. Immediate family includes any spouse, partner, parent or sibling living in the same household; any legal dependant under the age of 21 and in full time education; or any other legal dependant who is dependent on the member because of disability.

WeCare, Toothfairy and myStrength are available to all employees, whether you've selected Income Protection Insurance or not. Toothfairy doesn't extend to your partner, or other immediate family members.

### Are these services confidential?

Yes, these services are completely confidential. No information will be shared with your employer other than anonymous usage statistics.

These services are non-contractual benefits provided through Canada Life and can be altered or withdrawn at any time.



Free to use for all UK-based employees and their immediate family<sup>1</sup>

# WeCare

WeCare looks after your wellbeing with a 24/7 UK-based online GP, mental health counselling, a get fit programme, legal and financial guidance, plus much more. Using your phone, tablet or desktop, you and your family have 24/7 access to thousands of experts, all from the comfort of your own home.

## Key features

### 24/7 GP

Both you and your immediate family<sup>1</sup> can speak to a GP from the comfort of your own home. No doctors' surgeries or waiting for an appointment.

### Get Fit Programme

Qualified nutritionists will support you with bespoke fitness programmes, ranging from diet and exercise plans to stopping smoking.

### Mental Health Support

Prevent burnout, tackle major life events or learn to deal with stress and anxiety. You'll get up to 10 sessions with a mental health professional<sup>2</sup>.

### Financial and legal support

Over-the-phone support on issues ranging from how to budget more effectively and reduce bills, to dealing with a divorce.

1 Immediate family includes any spouse, partner, parent or sibling living in the same household; any legal dependant under the age of 21 and in full time education; or any other legal dependant who is dependent on the member because of disability.

2 For every issue experienced, employees and their immediate family receive an initial assessment. They'll then receive up to 10 sessions. Under 18s are entitled to one 90 minute session.

## How to access



We send a unique access code to all eligible employers through their adviser.

### You simply need to:

- 1 Download the '**WeCare Programme**' app from the App Store or Google Play. Alternatively, you can head to [wecare-cl.com](https://wecare-cl.com).
- 2 On the '**Log In**' page, click '**Create Your Account**', where you'll be prompted to enter the access code. After you've completed a quick online ID check, all services will be ready to use.
- 3 Select the service you want to use and follow the on screen instructions. A specialist will be in touch, typically with two hours.



Free to use<sup>1</sup> for all UK-based employees, whether insured or not

# Toothfairy

Toothfairy is the UK's first health regulated, smart dental app. Designed by dentists and partnering with real dentists in the UK, Toothfairy provides instant access to advice, guidance and prescriptions, all from the comfort of your home.

With so many struggling to access dental services in the UK, Toothfairy aims to fill the gap, connecting patients to dentists in minutes through their award-winning technology.

## Key features

- Connect and chat to a UK dentist in minutes for instant advice
- Use Toothfairy to manage issues early and prevent costly treatment in future
- Save time visiting a dentist with prescriptions available in 24 hours
- Access support and advice to help you improve your oral health

1 Toothfairy is free to use, but prescriptions and some additional services are available at an extra cost.

## How to access



Ask your employer or HR team for your company's access code.

- 1 Download the **'Toothfairy'** app from the App Store or Google Play.
- 2 Complete your profile and provide the requested information.
- 3 In **'My Profile'**, click on **'Promotions'** and enter your access code to gain access to the ToothFairy services.



Free for you  
and your  
immediate  
family<sup>1</sup> to use

# myStrength

myStrength is your mental wellbeing app. Choose the support you need and get free personalised guidance to help you and your immediate family members,<sup>1</sup> who are aged 16+, overcome life's challenges. You can access myStrength 24/7 through the app or online.

## Key features

- Personalised support based on your situation and preferences
- Hundreds of activities, articles and videos covering a wide range of wellbeing topics
- Exercises and practical guidance on mindfulness, meditation, improving mood, managing anxious thoughts, pregnancy, early parenting, improving sleep, reducing stress and much more
- Chat with a myStrength guide for one-to-one support with exercises
- Set goals and track your mood within the app

1 Immediate family includes any spouse, partner, parent or sibling living in the same household; any legal dependant under the age of 21 and in full time education; or any other legal dependant who is dependent on the member because of disability.

## How to access



Ask your employer  
or HR team for your  
company's access code.

- 1 Download the **Teladoc myStrength** app from the App Store or Google Play or head to [www.mystrength.org.uk](http://www.mystrength.org.uk).
- 2 Create a new account and enter your company's access code.
- 3 Complete a short health questionnaire to personalise your experience and determine your focus areas.



Free to use for all UK-based employees and their immediate family<sup>1</sup>

# Second Medical Opinion

If faced with a health problem, most of us want to have a clear understanding of what's wrong. The Second Medical Opinion service provides an expert second opinion on your diagnosis or treatment, helping you to get the best available medical advice. This service is provided free of charge and can be accessed as many times as you like.

## Key features

### Access an expert

To access an expert second medical opinion, submit a request online or by telephone using the access details below. The Second Medical Opinion service will then:

- 1 Locate a world leading expert in your condition
- 2 Get the expert to conduct a full review of your medical condition, along with your medical records if appropriate
- 3 Send you a comprehensive report on your condition. This will include an expert opinion on your diagnosis and/or treatment, along with any recommendations
- 4 You can then discuss the report with your treating doctor, including any changes suggested

### Online Portal

- **Doctor Online** – e-mail your medical questions to a qualified GP and receive answers within 72 hours
- **Health Navigator** – helps you check your symptoms and get trusted advice
- **FindBestCare** – helps you with medical and travel arrangements if you choose treatment outside of the UK
- **FindBestDoc** – get details of up to three expert consultants to provide you with appropriate treatment
- Access an extensive library of wellbeing tools, videos and literature

<sup>1</sup> Immediate family includes any spouse, partner, parent or sibling living in the same household; any legal dependant under the age of 21 and in full time education; or any other legal dependant who is dependent on the member because of disability.

## How to access

### Telephone

0800 085 6605



### Website

Visit

[canadalife.askbestdoctors.com](https://canadalife.askbestdoctors.com)



To access the Second Medical Opinion service, call at any time, day or night

to register and find out more

# Service providers



**Toothfairy**

Provided by  
Toothfairy Healthcare Ltd.

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**myStrength**



**WeCare**

Powered by

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HEALTH



**Second Medical  
Opinion**

In Partnership with

 **Best Doctors**<sup>®</sup>

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