



Consult+ virtual  
health care services

All about Consult+

# Answers to your questions

## What's Consult+?

It's health care you can access through an app or online. It lets you talk to doctors, nurses or other health care professionals for non-urgent medical care. You can use it anywhere you're comfortable talking through phone call, video or chat. You get Consult+ as part of your group benefits plan through Canada Life.

Consult+ is provided through Canada Life's third-party agreement with Dialogue. So, the health care professionals are part of Dialogue's team, not Canada Life.

## How do I access Consult+?

Go to [canadalife.com](http://canadalife.com) and sign in to GroupNet™ for plan members as a customer. If you're new to GroupNet, select the Start registration button to create your account.

Once you've signed in to GroupNet, go to Coverages & balances, select Health, scroll down to Other coverage and you'll see a link to Consult+. You can download the Consult+ app to your phone or tablet. Or use your web browser on your desktop to access the Consult+ website.

You'll need to create a Consult+ account. This is easy, just follow the instructions. You'll need your plan number and member ID, so have this information handy!

## Where do I find my plan number and member ID?

You can find both on your Canada Life benefits card.\* If you don't have your benefits card handy, you can find it on GroupNet under Forms & benefit cards.

\*If there was a plan number in your onboarding email, use this number.

## What can I use Consult+ for?

You can use it to:

- Talk to health care professionals
- Get prescriptions or refills
- Get referrals for lab work, when medically indicated
- Ask questions about your children's health
- Find health services such as psychologists, dietitians, and work and life coaches\*
- See your account history (e.g., chats, prescriptions, care plans)

\*Extra costs may apply.

## What languages can I talk to someone in?

You can interact with Consult+ health care professionals in English and French.

## Where can I use Consult+?

You can use it anywhere in Canada.

## When can I use Consult+?

You can use it 24/7.

## Who can use Consult+?

- You, if you're enrolled in your group plan's health care benefits
- Your dependants, if you have them under your Canada Life group benefits plan

## How do I add my dependants?

Only you, the primary user, can add family members. Here's how you do it:

1. Click on Profile on the app or the dropdown button beside your name on the website
2. Choose Family
3. Provide their information:
  - a. For anyone 14 and older – select Add adult and submit their email address. They'll get an email invite on how to set up their Consult+ account.
  - b. For children younger than 14 – select Add child and fill out their account information. They'll be under your personal account.

## What can Consult+ evaluate or treat?

Here are some examples of what's covered:

- Sore throat, sinusitis, rhinitis
- Eye stye, pink eye
- Asymptomatic sexually transmitted infection screening
- Uncomplicated urinary tract infections in adult women, vaginitis
- Allergies, colds, flu and nasal congestion
- Minor skin infections and inflammation, minor cuts or bites, nevus, rashes

## What isn't covered?

Consult+ is for non-urgent medical care only. The Consult+ team only treats problems they can safely evaluate through chat, video or phone calls. If you need urgent medical care, you should call 911 or go to the emergency room.

## Can I see a Consult+ doctor if I already have a family doctor?

Yes, you can! Just ask and Consult+ will send a record of your check-up to your family doctor.

## What about my personal information?

Consult+ is provided through Canada Life's third-party agreement with Dialogue. When you use services through the app or website, you must accept Dialogue's terms, conditions and privacy policies.

Your personal information is confidential. For more information on use and disclosure guidelines, see [Dialogue's privacy policy](#).

## How much does it cost?

You get Consult+ through your group benefits plan and interacting with health care professionals is free. There may be extra fees to see specialists (nutrition, mental health, life coaching, etc.). You can pay through the app and you may be able to claim these fees through your group benefits plan.

## How does Consult+ fill my prescriptions?

Consult+ can send prescriptions to your pharmacy electronically and arrange delivery. Delivery charges may apply.

## Does Consult+ cover my prescriptions?

Consult+ doesn't pay for your prescriptions. You may be able to claim the cost through your group benefits plan. It's like getting your prescription at the pharmacy yourself.



### What if I need help using Consult+?

Have questions? Contact us at [groupnet.memberservices@canadalife.com](mailto:groupnet.memberservices@canadalife.com).

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