

Canopy Wellbeing



canopy





Our Mission

Creating happier and healthier futures by breaking down barriers for people today

Member Services



Eligibility

- Employees
- Spouse/Domestic partner
- Family members living in household
- Dependents up to 26 years old, regardless of location
- Family members can contact on their own



Canopy Service Summary

Free and Confidential

Mental Health Hotline 24/7/365

In-the-moment consultations and assistance from a mental health professional

Counseling

Counseling to address a wide range of issues, to feel better and move forward. Able to match based on diversity criteria and health plan participation.

In-person or virtual. **(8 sessions per incident)**

Behavioral Coaching

Coaching to support personal goals
(8 sessions per year)

Virtual Peer Support

24/7/365 moderated anonymous online peer support and resources

Resources for Life

- Childcare
- Adult care
- Resource retrieval
- Unlimited financial coaching
- Legal referrals, will kit, and forms
- Identity theft services
- Fertility health support
- Home ownership program
- Gym and pet insurance discounts

Member Site and Digital Tools

Virtual Care Navigator and

Direct-to-Care scheduling portal

Self-care courses, tips, forms, videos, and dCBT

Referral Process

Precision match to counselor

Member Experience: Referral Process



Canopy's Speed to Care

Data includes member preferences such as schedule, insurance, and provider preferences

<10

SECONDS

calls answered by
a mental health
professional

1-2

days until first
appointment with
a coach

5-7

days until first
appointment
with a master level
counselor

Provider Diversity

Culturally Responsive Care



- Language
- Ethnicity
- Age
- LGBTQIA
- Racial trauma
- Religion
- Office accessibility
- Experience with front line workers

Learning



- Masters/PHD
- PsyD
- LPC
- LCSW
- LMFT
- 5+ years of experience on average

Expertise and Shared Lived Experience

39%

BIPOC

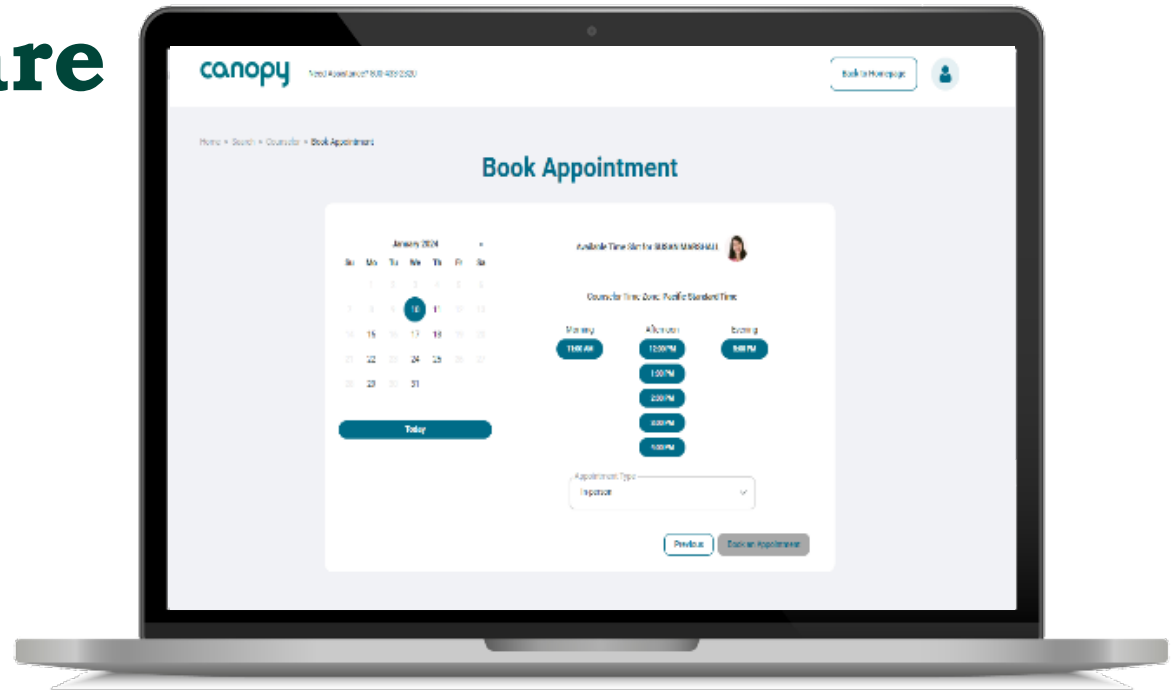
43%

LGBTQIA+

* Counselors that have reported data

Direct-to-Care Self Scheduling

- Search for provider based on need
- View provider bio
- Request or schedule an appointment
- Cancel or change appointment time



Organizational Support





Organizational Support

- Employee or Supervisor Orientations
- Critical Incident Response
- Manager consultation available 24/7
 - Access to this service can be limited to specific managers or HR
- Webinars
- Performance Based Referrals
- Layoff Support



Supervisor Support

- Unlimited consultation
- 24/7 access
- Web-based resources
- Microtraining videos
- Quarterly EAP communication

Layoff Support

- EAP eligibility post-termination
- Organizational support
- Tip sheets





What's Next

Insurance Committee Meeting

Brief overview of services with OEBC benefit partners

May 15, 2024

10:30am – 12pm

Deep Dive with Canopy

OEBC's new enhanced Employee Assistance Program (EAP)

Three opportunities:

May 16, 2024

2pm – 12:30pm

May 21, 2024

2pm – 2:30pm

May 22, 2024

11am – 11:30am

Let's Connect, Let's Collaborate

Contact Canopy so we can meet with your entity

 408-505-0129

 hchacon@canopywell.com

Thank you