



EQ Care Product Implementation

Implementation Process



Standard Agreements

Engagement Letter
Standard Terms
and Conditions



Eligibility Fields

Plan member sheet
defining eligibility on
the platform

Plan sponsor Group
Number to be defined



Marketing Documents

Promotional documents
customized to each
employer's needs



Plan Member Onboarding

Plan member training
sessions
Welcome emails
Onboarding videos



Ongoing Client Service

Patient support
Quarterly reports

STEP 1

Agreement

- ✓ **Standard Terms and Conditions**
 - Primary contact/signing officer
 - Pricing
 - Renewal
- ✓ **Master Application Form**



STEP 2

Employee File

- ✓ **Required Fields**
 - First and last name
 - Province of residence
 - Unique identifier
 - Coverage type
- ✓ **Shared by secure server: SFTP**
- ✓ **Can be updated on a monthly basis or more frequently if needed**

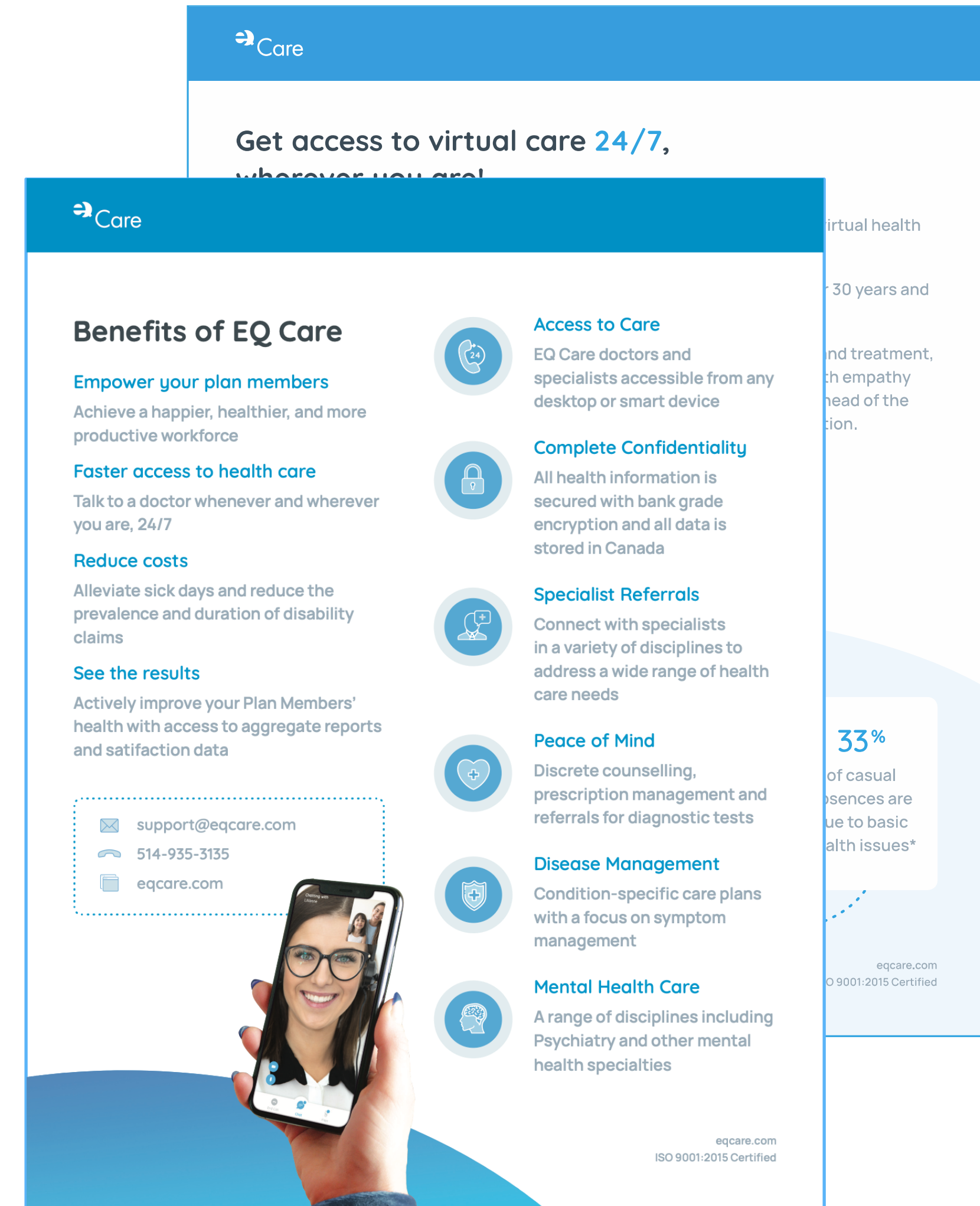


STEP 3- HR Brochure

Communication Documents

✓ **Personalized and customizable**

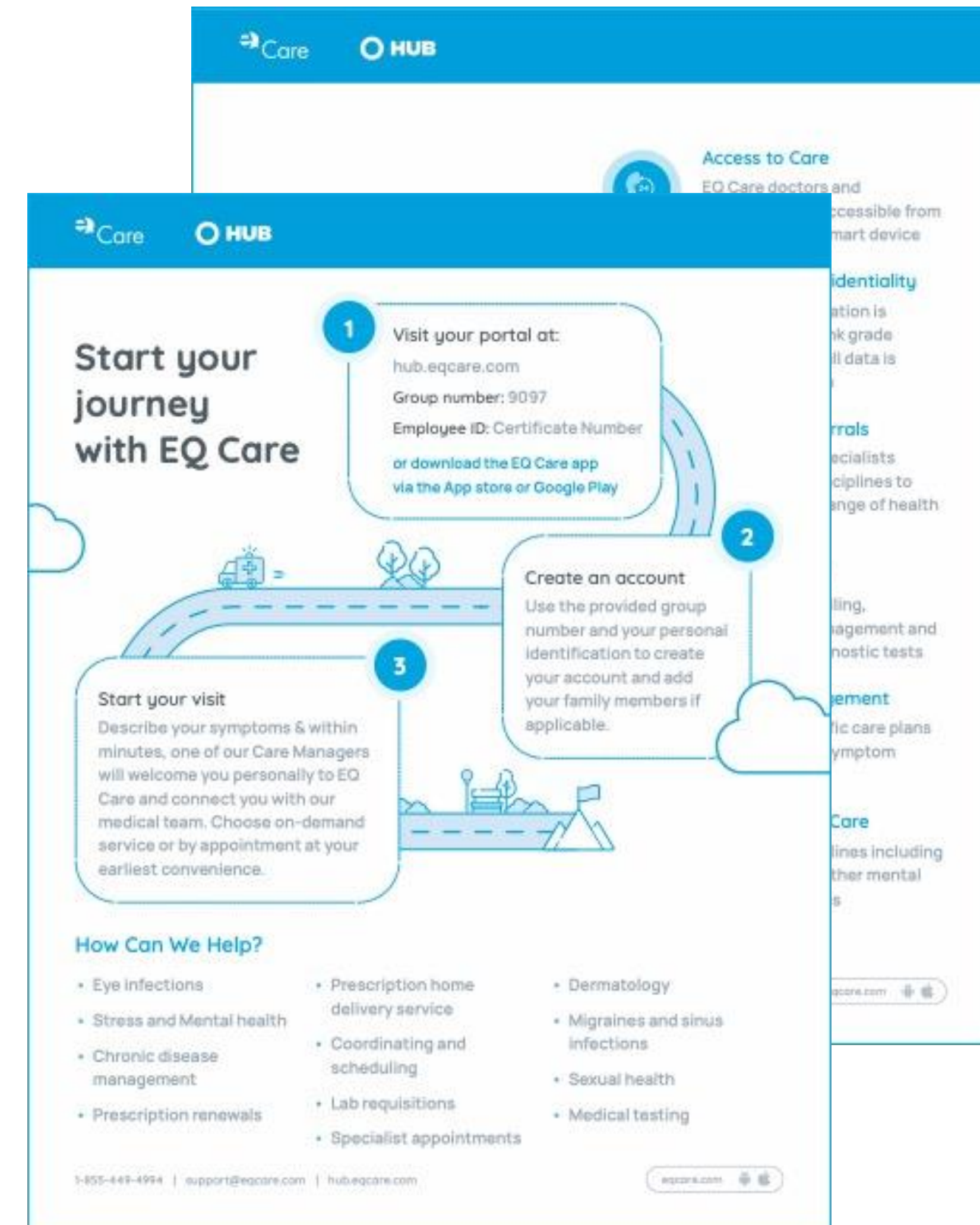
- Preferred Logo
- English and French



STEP 4 - Employee Brochure

Communication Documents

- ✓ **Employer Portal**
 - hub.eqcare.com
 - FAQ section
 - English and French
 - Color Scheme
- ✓ **Brochures for HR and employees**
- ✓ **Examples of letters addressed to HR and employees**
- ✓ **Personalized and customizable**
 - Preferred Logo
 - Content
 - English and French



Client Service and Support



Onboarding Training Session

EQ Care actively onboards plan members. The following types of training sessions are available:

- On-site plan member training sessions
- Live webinars training sessions
- Video recording to be sent
- Plan member welcome email



Quarterly KPI Reports

Quarterly KPI reports include the following:

- Employee enrollment
- Number of consultations
- Patient satisfaction score
- Physician consultation wait time
- Customized data points



24/7 Patient Support

EQ Care's 24/7 patient support team is accessible by phone at:

1-855-449-4994 or by email at **support@eqcare.com**

- Plan Sponsor Support for program inquiries
- Dedicated EQ Care account team for HUB Canada



Thank you!