

You and your counsellor will work to identify problems during the assessment session and explore appropriate resource and treatment options. Assessment and counselling services will be provided, based on a short-term counselling model, by a Manitoba Blue Cross counsellor.

If you or your eligible family members require services beyond the scope of your EFAP, you will receive a referral to an appropriate treatment resource, program or practitioner. The counsellor will provide follow-up and you will be advised of personal costs, if any, of these services.

In the event you must cancel a scheduled appointment 24 hours advance notice is required or there may be an impact on the number of sessions available to you.

This brochure represents a summary of the benefits provided under the Group Agreement. In the event of any difference between the terms of this summary and those of the Group Agreement, the latter shall prevail.

Family member eligibility for the purpose of the EFAP is consistent with eligibility for coverage under the University's Flex Plan. We encourage you to share this brochure with your eligible family members and suggest that you provide each eligible family member with a copy of your Blue Cross Identification Certificate to enable them to have access to the program.

Your Identification Certificate, issued by Manitoba Blue Cross, confirms your and your family members' eligibility under the program. The client number and certificate number shown on the card are to be referenced when accessing or using any of your benefits.

You must notify the University's Human Resources Office within sixty (60) days of change in your own or your family members' status resulting from marriage/co-habitation, separation/divorce, death, change of residence, birth/legal adoption, or any other event that affects your or your family member's eligibility. The majority of changes may be reported using the 'Flex Plan Change Form' available from the University's Human Resources website.

For detailed information regarding the privacy practices of Blue Cross with respect to the collection, use, retention, and disclosure of your personal information, your right to access information, your right to withdraw consent (and the consequences of such withdrawal), the name of our Privacy Officer, or to obtain a copy of the Manitoba Blue Cross privacy brochure, please contact our office at 204.786.8880 or visit our website at _____.

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EMPLOYEE & FAMILY ASSISTANCE PROGRAM

EMPLOYEE ASSISTANCE & WELLNESS SOLUTIONS



Counselling services are delivered by the Employee & Family Assistance Centre, a specialized division of Manitoba Blue Cross.
