

# 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

Personal consultation with a mental health professional

8 Counseling sessions per incident, per year

24/7 Virtual peer support

Resources for life

Childcare, adult care, resource retrieval, identity theft services

Unlimited financial coaching

Home ownership program and housing support

Legal consultations/mediation, will kit, online legal tools

Tools

Coaching (8)

Fertility health support

Wellness & gym membership discounts

Pet insurance discounts

Member site

Virtual Care Navigator

dCBT

Self-Scheduling Portal



# 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



# Member Site

Self-assessments

Videos

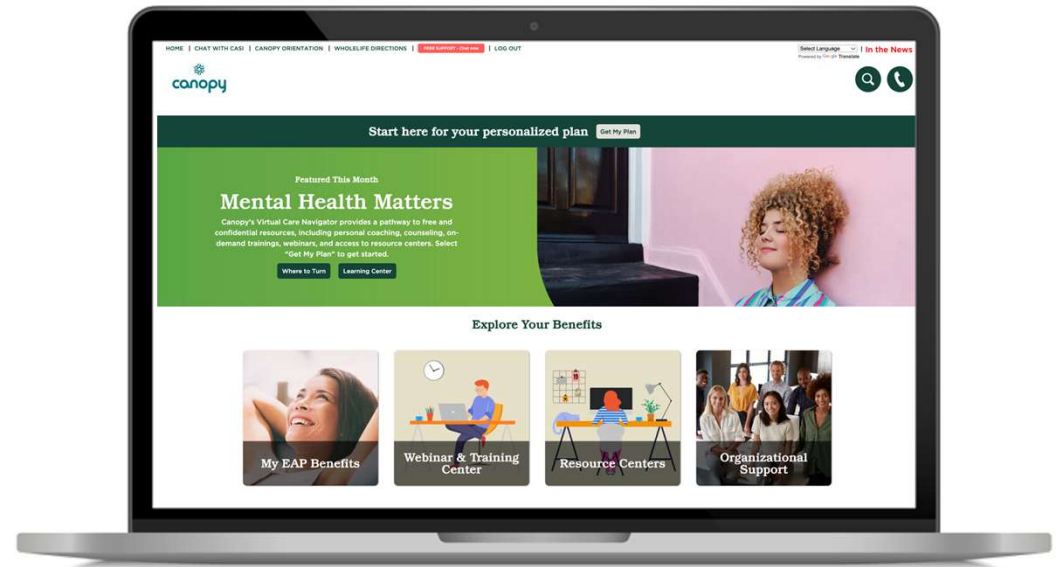
Quizzes

Courses

Webinars

Legal and tax forms

Resources to manage stress, work,  
family life, and more

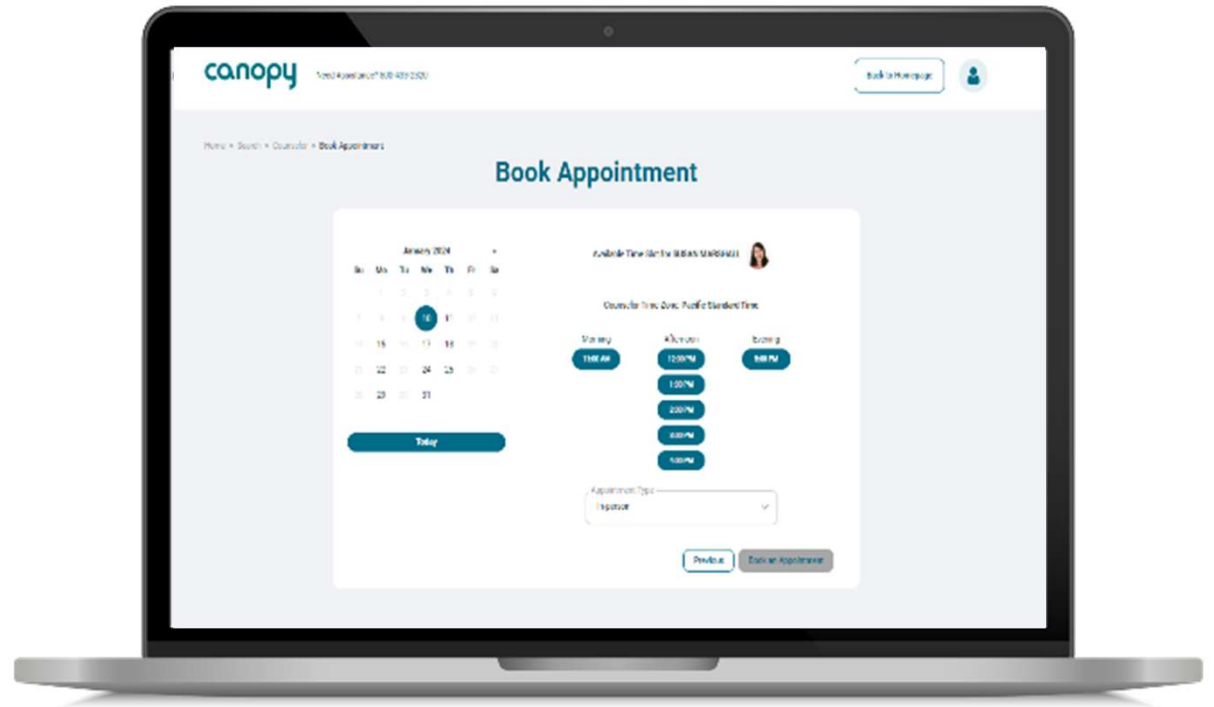


Login to the member site:  
[my.canopywell.com](https://my.canopywell.com)

Register with organization name:  
**OEBB**

# 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



# Layoff Support

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







# Supervisor Support

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



# 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 Humberto Chacon soon so we can meet with your entity

 408-505-0129

 [hchacon@canopywell.com](mailto:hchacon@canopywell.com)





**Thank you**