

Frequently Asked Questions

Member Assistance Program

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1. What is the Member Assistance Program (MAP)?

As a member of the Law Society of Saskatchewan you are eligible for free, confidential support through the Member Assistance Program. This new program is funded by the Saskatchewan Lawyers' Insurance Association (SLIA) and the Law Society. The program is available to all members of the Law Society of Saskatchewan (Active, Inactive, Pro Bono) and Students-at-Law, and their eligible dependants, 24 hours a day, seven days a week. The program is provided by Manitoba Blue Cross to ensure confidentiality. **No one outside of Manitoba Blue Cross knows the identity of the individuals using the MAP and only anonymous, aggregate usage rates are shared with SLIA and the Law Society.**

2. How do I enroll in the Member Assistance Program?

Members who have agreed to publish their email address in the Law Society membership directory will receive an enrollment link (**each link is valid for five days**) directly from Manitoba Blue Cross from this address: MBCBilling_Enrollment@mb.bluecross.ca. Simply follow the link and complete the process to enroll yourself and your dependants. If you received a link that expired before you could use it, please complete a [Registration Form](#) and return it to Manitoba Blue Cross to enroll.

For members who have not agreed to publish their email address, enrollment will occur by completing and returning a [Registration Form](#) to Manitoba Blue Cross.

Registration forms can be sent via fax to 1-204-772-1231 or email to MBCgroupbenefits@mb.bluecross.ca.

3. Should I enroll even if I have no present need or intention to use the Member Assistance Program?

Yes, you should enroll now, during the initial enrollment window. Enrolling ensures that you and your dependants have speedy access and can benefit from the program should you need it. While it is possible to register for the program after the initial enrollment period, the process is more complicated and access to services may be delayed.

4. Why do I have to register with Manitoba Blue Cross?

Registration with Manitoba Blue Cross ensures that you are formally enrolled in the Member Assistance Program. You only have to enroll once. Enrollment ensures that, in the event you or a dependant needs to access the program, you can do so in the quickest possible time. While it is possible to register after the initial enrollment period, the process is more complicated and access to services may be delayed.

5. Why do I see the program called an Employee Assistance Program (EAP)?

If you see the acronym EAP (Employee Assistance Program) or EFAP (Employee and Family Assistance Program) in materials related to this program or on the Manitoba Blue Cross platform, it is referring to the Member Assistance Program. The MAP is based on traditional EFAPs and EAPs that Manitoba Blue Cross provides to employers and employees.

6. Who do I need to reference when I call Manitoba Blue Cross?

Once you are enrolled you will receive a card outlining your coverage information. If you need to call Manitoba Blue Cross for assistance before you enroll, indicate that you are a member of the Law Society of Saskatchewan.

7. What benefits will Manitoba Blue Cross provide me?

The Member Assistance Program will provide 12 counselling sessions annually per family (in person counselling is available in a variety of locations throughout Saskatchewan), online self-management programs, as well as access to a Wellness Platform, Developing Healthy Couple Relationships Program, Soul Nourishment Restorative Mind and Body Program, and MindBeacon Cognitive Behavioural Therapy, all for free.

8. What types of clinical services are included in the Member Assistance Program?

An extensive range of clinical services, including substance use and behavioural health treatment, psychiatric consultation, mental health and relationship support, as well as trauma response services are available.

Prevention and early intervention and treatment options are available for all ages, including support with topics such as:

- Stress
- Anxiety
- Depression
- Grief
- Substance use
- Behavioural health
- Navigating change

Support and counselling are also available in the areas of:

- Relationships
- Parenting
- Career and workplace
- Financial

9. Once I have enrolled, how do I book an appointment?

You can call the intake line at 204-786-8880 or 1-800-590-5553 or book online at: <https://wellness.mb.bluecross.ca/>.

10. Who will I speak with if I book an appointment over the phone?

If you book an appointment over the phone, you will be connected directly to the intake team at Manitoba Blue Cross. Their role is to confirm your coverage, assess your needs and match you with the appropriate service or counsellor. Every member of the intake team is trained to listen with empathy and ask questions to help you connect with the counsellor best suited to you and your needs. Additionally, the intake team is equipped with crisis response training, enabling them to offer in-the-moment assessment and support. If English is not your preferred language, translation services are available upon request.

11. What happens during the intake process?

Intake is the first point of contact and an essential part of the therapeutic process. Your intake worker will:

- provide a brief description of the Member Assistance Program (MAP) and answer any initial questions you may have;
- gather personal information to confirm your MAP coverage and preferred way to be contacted;
- conduct a brief clinical assessment to learn about your current situation, discuss what you would like to address in counselling and determine if there are any immediate safety concerns; and
- discuss your availability to meet with a counsellor, any language preferences and whether you prefer in-person, online video, telephone or email sessions.

12. Can I book a counselling appointment for my child?

Parents can call to arrange a counselling appointment for their child who is under the age of 16. Consent from all legal guardians is required before counselling begins, as per Manitoba Blue Cross policy. This policy is based on legal and ethical considerations, as well as the principles of confidentiality and informed decision-making. The policy acknowledges that parents must consent jointly to a child's treatment. Legal guardians possess equal authority to consent to or decline treatment on behalf of their child. Your intake worker will discuss the consent policy and email you the necessary forms for your review and signature.

For youth between the ages of 16 and 18, consent should be provided by the individual themselves. During the intake process, the Manitoba Blue Cross team will request to speak with the youth to confirm their consent and commitment to attend counselling, even if a parent or legal guardian initiates the call.

13. Can my spouse call to book an appointment for themselves?

Yes, Manitoba Blue Cross encourages spouses to book appointments for themselves rather than having their partner make the call. Being actively involved in the process of seeking counselling can enhance an individual's comfort level and commitment to the therapeutic process.

14. What happens after I speak to an intake worker?

Once your intake call is complete, the clinical matching process takes place based on your preferences and presenting concerns. Your referral will be sent to a counsellor, who will contact you directly to offer appointment times. This typically happens within 24 to 48 hours. Manitoba Blue Cross aims to provide you with an appointment as soon as possible, considering your availability and the right counsellor for your situation. Your intake worker will remain in contact with you to ensure you are aware of the process and any potential delays in setting up your first appointment.

15. How can I provide feedback about my experience with the Member Assistance Program?

You will have several opportunities to provide feedback about your experience with the MAP, including:

- *A phone survey:* You will be given the option to stay on the line to participate in a brief survey after completing your intake call.
- *A virtual survey:* After your first counselling appointment, a survey will be sent to you by email.
- *Via phone or email:* You can provide feedback at any time by emailing eap.feedback@mb.bluecross.ca or by calling 204-786-8880 or toll-free at 1-800-590-5553 and asking to speak to the Employee (Member) Assistance Experience Coordinator.

16. How do I select the most suitable counsellor?

When using the Manitoba Blue Cross online booking system, choose the counselling type that best describes the concern that brings you to counselling. Your unique needs are considered when you are matched with a counsellor. Counsellors are listed according to their areas of specialization, so you will only see those available counsellors who work in that chosen area. You may see the same counsellor's name in more than one area, as most of the counsellors have more than one area of specialization.

17. What happens after I book an appointment online?

Once an appointment is submitted, both the counsellor and the Manitoba Blue Cross intake team will be notified. The intake team will review the online submission, and if any further information is needed, they will contact you directly. The intake team will ensure that the counsellor you selected online is an appropriate match for the concerns you identified.

18. What happens to the information that I provide Manitoba Blue Cross? Is it shared with SLIA or the Law Society?

No. No one outside of Manitoba Blue Cross knows the identity of the individuals using the program and only anonymous, aggregate usage rates are shared with SLIA and the Law Society.

19. What if I do not have an appointment but need access to support?

Through the Connect Now support line, you can instantly connect with a mental health professional without an appointment or commitment to ongoing counselling sessions. This service provides support that is brief in nature and intended for those who may not be able to participate in ongoing counselling sessions.

Calls to Connect Now do not count as sessions under the Member Assistance Program, so using the service will not deduct from your available counselling sessions. To access Connect Now call 204-786-8880 or 1-800-590-5553 (toll free).

20. How does the Member Assistance Program support members of an equity-seeking/equity-deserving group?

The Member Assistance Program has made a commitment to treating all clients and their families with dignity and respect. The commitment includes:

- diverse counsellors representing racialized peoples, 2SLGBTQI+ and many cultural groups;
- multilingual counselling services with interpretation available in 200+ languages, including Indigenous languages; and
- cultural competency training for all intake and counselling staff members.

21. Does the Member Assistance Program offer Indigenous support and healing methods?

You and your family can access Indigenous support and healing methods, including Indigenous counsellors, resource consultants and Elders. The MAP's culturally reflective counselling services incorporate traditional Indigenous healing approaches and traditions based upon the importance of nature, spirituality, the circle and the Medicine.

22. Does the Member Assistance Program have accessibility options to access support?

The MAP provides access to flexible support 24/7, 365 days a year. The MAP's counsellors provide accessible services, ensuring you receive support in the way that is most comfortable for you.

There are a variety of counselling appointment options, including in-person, online video, telephone, and email. For the Deaf, hard-of-hearing and speech-impaired community, Manitoba Blue Cross can receive Video Relay Service (VRS) calls.

23. What if I am currently receiving services through Homewood Health?

If you are currently receiving services through the Lawyers Concerned for Lawyers program provided by Homewood Health, you will be allowed to complete those services during a transition period.