



Frequently asked questions (FAQ)

Sun Life Stress Management and Well-Being, by Dialogue

Overview

1. What is the Stress Management and Well-Being Program?

Stress Management and Well-Being gives your plan members access to quality, evidence-based mental health treatment. Short term goal-focused therapy is free and unlimited until short-term issue is resolved, to help resolve acute or situational mental health issues. For further information about Stress Management and Well-Being, review this [brochure](#).

Support can include:

- Practitioner-led therapy
- Eligible prescriptions for in-scope conditions
- Self-guided articles and wellness resources

2. What hours can plan members access the service?

The service is available 24/7 through the my Sun Life app. Appointments are provided typically within 24 hours.

3. What health-care providers are available through the service?

The service matches plan members to the practitioner most suited to their situation. It uses an evidence-based stepped care model. This means that the plan member may see different types of practitioners over the course of their treatment. The model bases this on their progress, and/or a clinical evaluation.

The multidisciplinary team includes:

- Physicians
- Nurses
- Mental health specialists and licensed providers

4. Are there other Sun Life Virtual Solutions, by Dialogue services available?

In addition to Stress Management and Well-Being, there are three additional services available:

- Sun Life Virtual Care, by Dialogue
- Sun Life Employee Assistance Program (EAP), by Dialogue
- Sun Life Medical Second Opinion, by Dialogue

Read more about these services [here](#).

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Group Benefits are provided by Sun Life Assurance Company of Canada, a member of the Sun Life group of companies.

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Plan member access and experience

5. Can all plan members access the service?

It's important to note that Stress Management and Well-Being is available in addition to the Extended Health Care (EHC) coverage. This means that if a plan member has waived EHC coverage, they aren't eligible for the service.

6. How does Sun Life communicate to plan members about their access to the service?

Sun Life has an email onboarding campaign once plan members have access to Sun Life Stress Management and Well-Being. The onboarding emails inform and educate plan members about what services are available.

Emails are Sun Life's primary tool of communication for plan members to enroll in Sun Life Stress Management and Well-Being. We encourage you to give us access to communicate with your plan members about Sun Life Stress Management and Well-Being, even if you're on an exclusion list for other types of communications.

A variety of resources to promote the service within your organization are available on our [Group Benefits website](#).

7. Where can plan members find more information about the service?

Plan members can visit the Stress Management and Well-Being plan member site to learn more: sunlife.ca/smbw.

8. What information do plan members need to register and use the service?

For detailed instructions on how to access Sun Life Stress Management and Well-Being, by Dialogue through the Sun Life app, members can refer to the [Registration and user guide](#).

9. Can dependents of eligible plan members (those with active EHC) use this coverage as well?

Yes, eligible plan members with family coverage can add/invite their eligible dependents to use this service.

- Dependents aged 14+ are required to register with their own email address due to medical privacy laws.
- Eligible children aged 11 – 13 can access mental health support through EAP, managed through a parent or guardian account with initial guardian consent.
- Plan members and dependents must be physically located in Canada to use the service.
- Plan members determine who to add/invite.

Plan members with single coverage cannot add dependents.

10. Are retirees covered?

You can decide whether to include or exclude retiree groups when you add the service to your group benefits plans.



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11. What will cancellations look like from a plan member's perspective?

If a plan member's coverage is terminated, they'll have three months to complete any open consults. However, they will be unable to initiate requests for new concerns. Plan members will retain ongoing access to their data and can reference notes as needed with or without an active subscription.

Adding Stress Management and Well-Being to your group benefits plan

12. Which Clients are eligible?

Stress Management and Well-Being is an add-on to EHC. Sun Life Virtual Care must already be implemented, or Stress Management and Well-Being must be implemented at the same time as the Sun Life Virtual Care.

13. What if I already have a contract with Dialogue directly?

Talk to your Account Executive if you want to transition to Stress Management and Well-Being through Sun Life. Details about the service will be discussed on a case-by-case basis.

14. How will I be billed for Stress Management and Well-Being?

The cost of the service is included in your EHC rate.

15. Can I keep the service for certain group benefits plans only? Or will the choice be at the contract level?

You can choose at the group benefits plan level to which you would like to add this service.

Reporting

16. What type of reporting will I receive?

Patient confidentiality around use of the service is paramount. Reporting for Stress Management and Well-Being is on an aggregate basis, not on any individual's situation. To protect the anonymity of users, we provide reporting to organizations with:

- over 35 lives, and
- over 10 registrants, and
- over 10 cases.



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Questions?

Contact your Sun Life Group Benefits representative.