

ALAViDA
A LIFESPEAK COMPANY

gsc
green shield canada



**Wish you didn't need
something to help
you unwind?**

Whether you're looking to gain control over alcohol or substance use for the first time, have been trying to quit for years, or just want to be proactive about your health, we can help.

The ALAViDA TRAiL Hello Premium service offers confidential, evidence-based substance use support from the privacy of your smartphone. The TRAiL is a secure platform where you can track your journey, access self-guided resources available 24/7, and text or meet your care team. No awkward conversations, no shame and 100% confidential.

ALAViDA TRAiL Hello Premium may be fully or partially covered under your GSC plan. If coverage is available, it may be subject to your existing counselling coverage limitations.

ALAViDA will check eligibility and submit the claim directly to GSC on your behalf within two business days or less, and any coverage will be paid directly to ALAViDA- by GSC. Even if Hello Premium is not covered under your benefits plan, you can access the discounted rate of \$600.00 + applicable taxes.

Visit try.alavida.com/GSC

Questions? Call 1.888.315.3634

Get as much or as little support as necessary with specialized substance management options. 100% confidential. Accessible from any device.

Program Features

Hello Premium

Substance use awareness self-assessment Clinically approved, with personalized outcome	✓
Interactive educational content Relevant to all substances	✓
ICBT modules¹ Developed by ALAVIDA's team of licensed substance use experts	✓
Self-tracking tools Key mental health and substance use indicators (units/doses, triggers, reason for not using, moods)	✓
Virtual appointments² With personal care team specialized in substance use	✓
Flexible treatment duration 3 months on average, depending on the individual's needs	✓
Ongoing check-ins by care team To maintain positive change	✓
Support for loved ones Guidance, strategies, and therapy support for members who have a loved one facing challenges with substance use	✓

1 Internet-based Cognitive Behavioral Therapy

2 Through secure video conferencing

Visit try.alavida.com/GSC

Questions? Call (1) 888-315-3634

Frequently Asked Questions

How do I register for ALAViDA TRAiL Hello Premium?

To register, simply navigate to try.alavida.com/gsc and click "Sign Up". You will need to fill out your plan details. ALAViDA TRAiL Hello Premium may be fully or partially covered under your GSC benefits plan. If coverage is available, reimbursement may be subject to existing mental health coverage limitations. After registering, ALAViDA will check eligibility and submit the claim directly to GSC on your behalf within two business days or less, and any coverage will be paid directly to ALAViDA by GSC. Even if ALAViDA TRAiL Hello Premium is not covered under your benefits plan, you have access to a discounted rate of \$600.00 + applicable taxes. ALAViDA's TRAiL application is available on any device and through any browser.

Once registered, how can I access the service?

ALAViDA will check eligibility and submit the claim directly to GSC on your behalf within two business days or less, and any coverage will be paid directly to ALAViDA by GSC. A member of the ALAViDA team will reach out to you directly via email to confirm coverage details. You'll only ever be asked to pay the difference not covered under your plan (i.e. copay, deductible, maximum, or no coverage available). Once approved, an email confirmation will be sent to the email that you used to register, and you can login to the TRAiL platform any time and from any device directly from the email, or by navigating to try.alavida.com/gsc and selecting "Log In". In case of any issues, you can email clientservices@alavida.com or call 1.888.315.3634.

Is registration and usage confidential?

Yes, participation in the ALAViDA TRAiL Hello Premium service is completely confidential. Personal health information is governed by rigorous privacy laws. No information other than the eligibility check between ALAViDA and GSC will be shared and this is never shared with your plan sponsor. Plan sponsors will not receive any personal information regarding participation and all usage and sessions are protected by comprehensive data privacy infrastructure. The complete privacy policy can be found here: <https://alavida.co/privacy/>.

What is included in ALAViDA TRAiL Hello Premium?

ALAViDA TRAiL Hello Premium consists of an on-demand library of resources to support you in a way that fits your lifestyle. It includes a personalized learning plan with internet-based cognitive behavioural therapy (iCBT), self-tracking tools, a substance use self-assessment, progress reporting, and asynchronous messaging with the ALAViDA care team who is appointed at the beginning of your journey.

Who is eligible for Hello Premium?

Hello Premium is available to GSC members aged 18 and older.