

New Rate Change Frequently Asked Questions (FAQ)



Q: Why are the rates changing?

This rate increase is in line with the recent compensation increase we have given to our providers to ensure we meet market standards.

Q: If a member booked in June for a July appointment, which rate applies?

The new rates will apply for appointments that take place on or after July 1st.

Q: If it's \$125 for 60-minute in-person counselling, are 30- or 90-minute sessions prorated?

All previous prorations still apply. A 30-min appointment will be \$62.50.

Q: Are there any changes to how this interacts with EAP sessions?

No. This new rate change only impacts members who will pay out of pocket after they finish their sponsored hours.

Q: Will English promotional assets be available to reflect the new rates?

Yes, they will be available after June 25, 2026.

Q: Will French promotional assets be available to reflect the new rates?

Yes, they will be available after June 25, 2026.