



## Using your EFAP: What Happens When Your Sponsored Counselling Hours End

One of the many benefits of the GreenShield+ [Employee and Family Assistance Program](#) (EFAP) ASEBP offers is that once you have used all of your sponsored counselling hours, you can continue seeing the same counsellor with whom you have built a relationship.

**i** Each calendar year, you receive four sponsored hours (free of charge) of individual counselling and an additional four hours of couples counselling. These hours reset every January.

## How it Works

Once all your sponsored counselling hours have been used, if you feel that you would benefit from additional sessions, you can continue using the GreenShield+ platform to book appointments with your chosen counsellor. The only difference is you will pay for these sessions out of pocket. You can submit your receipts for these sessions to ASEBP for reimbursement as part of ASEBP's comprehensive coverage for [psychology and counselling services](#).

**i** Virtual counselling sessions with an GreenShield+ counsellor cost \$90/hour, while in-person sessions cost \$110/hour. Your ASEBP benefits cover counselling costs up to \$180/session when conducted by a psychologist, someone holding a Master of Social Work degree, or a provisional psychologist (under the supervision of a registered psychologist), and \$120/session when conducted by a registered counsellor, to a combined maximum of \$1,200 per calendar year.

## Adding a Payment Method to your GreenShield+ Account

Follow these simple steps to add or update your credit card information on your GreenShield+ account:

1. Log into your GreenShield Account
2. From the **Navigation Bar**, select **Health Services** > **Mental Health** > **Counselling**.
3. Navigate to **Profile Settings**.
4. In the **Billing Details** section, select **Edit**.
5. Enter your credit card number, expiry date, and CVC information. GreenShield+ accepts Visa, Mastercard, American Express (AMEX), and Debit Visa. The select **Save Changes**



## How Does ASEBP Reimbursement Work?

Once you complete your counselling session and your payment has been processed, a receipt for your session will be automatically generated by Greenshield+. Here's how to access it:

1. Log into your Greenshield+ account: [www.greenshield.ca](http://www.greenshield.ca).
2. Click on **Appointments** in the main menu across the top of your dashboard.
3. Scroll down to the **Previous Appointments** portion of the screen.
4. Locate the appointment date you are looking for (most recent appointments are shown first), then click **Download Receipt**.

If your counsellor hasn't updated your appointment status, or if your payment didn't go through, your receipt will be unavailable until Greenshield+ support staff have processed the payment successfully. For assistance, please contact [Greenshield's Support Team](#).

Now that you have your receipt, you can submit it to your ASEBP benefits for reimbursement, just like you would any other claim.

1. Visit [my.asebp.ca](http://my.asebp.ca) and log into your account, or use the **ASEBP mobile app**.
2. Click **Submit a Claim** (or the **+** button in the app) and follow the on-screen prompts, selecting **Psychology** as the claim type.
3. **Upload** your receipt and **submit**.

## Contact

For questions about your ASEBP benefits, please contact an ASEBP benefit specialist:

**Email:** [Benefits@asebp.ca](mailto:Benefits@asebp.ca)

**Toll-free:** 1-877-431-4786

For questions related to your Greenshield+ account, please contact Greenshield+:

**Email:** [Support@greenshield.ca](mailto:Support@greenshield.ca)

**Toll-free:** 1-833-707-4747