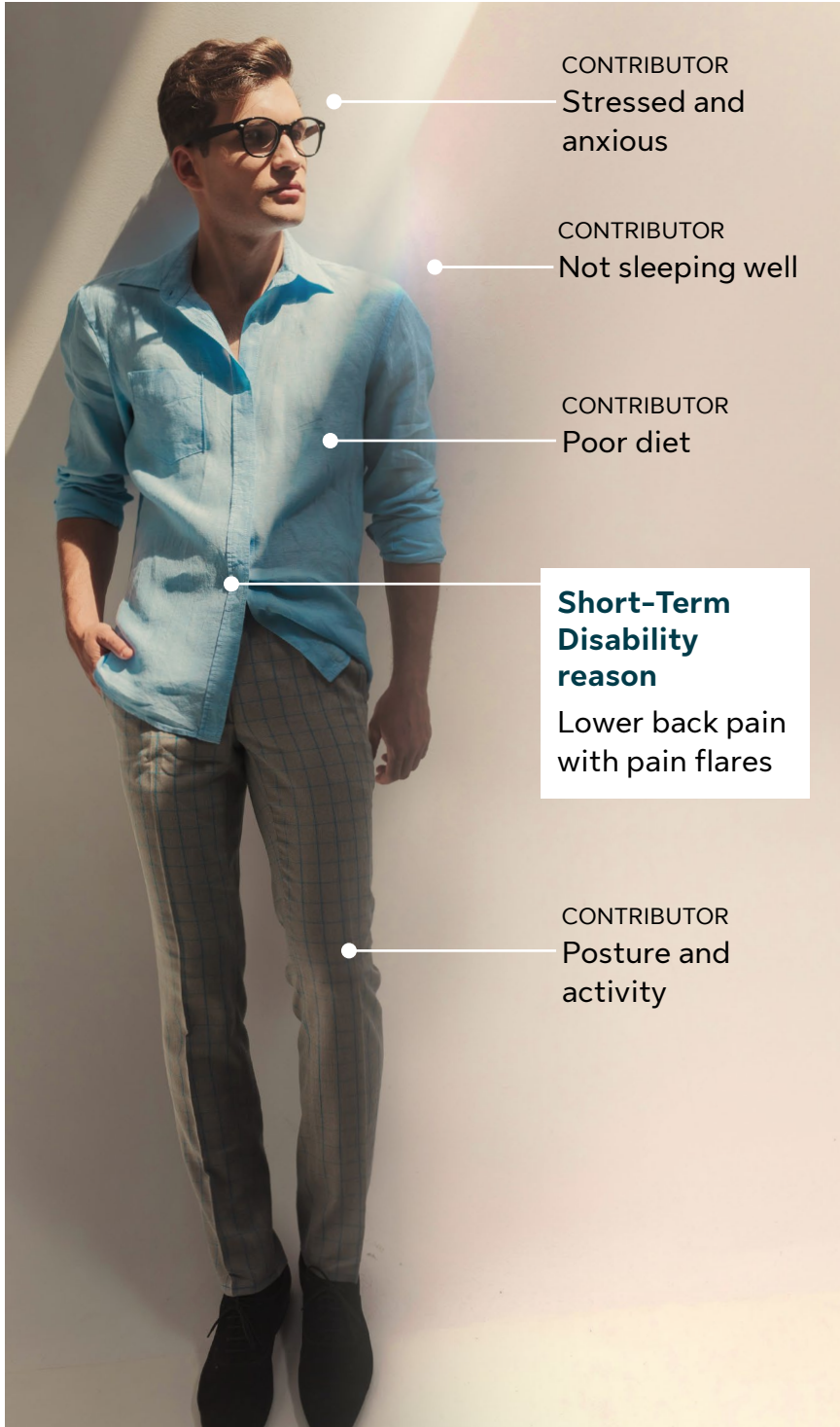


Whole-person care for back or neck musculoskeletal (MSK) conditions and long COVID



CONTRIBUTOR
Stressed and
anxious

CONTRIBUTOR
Not sleeping well

CONTRIBUTOR
Poor diet

**Short-Term
Disability
reason**
Lower back pain
with pain flares

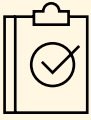
CONTRIBUTOR
Posture and
activity

Sun Life and Goodpath partnership

Offers an optional whole-person care program to Sun Life members receiving disability benefits for back or neck MSK conditions and long COVID symptoms.

This clinical intervention can complement care provided by treating providers and can result in **stronger outcomes than those achieved through single treatment solutions alone.**

Whole-person care addresses the symptom (like neck pain or brain fog associated with long COVID) and contributing factors such as diet, sleep, stress, and habits that can worsen symptoms and quality of life.



Throughout the program eligible members will get:

Customized care

With one assessment, members receive a tailored care plan built for their unique situation

Easy-to-use app

They can access exercise therapy, mind-body techniques, educational content and more anywhere, anytime

Dedicated support

Every member is paired with a dedicated Goodpath health coach to help them through their care plan

Monthly delivery

Supplements, devices, and other physical items that support their care are shipped to their home

Who is eligible for Goodpath?

Sun Life members (your employees) receiving Short-Term Disability benefit payments starting on or after April 1, 2023, for back or neck MSK conditions (provided their employer has Sun Life Long-Term Disability) or receiving Long-Term Disability benefit payments for long COVID symptoms are eligible for the program.

Why did Sun Life initiate this clinical intervention?

MSK is one of the leading reasons why employees need to take time away from work, and long COVID is an emerging, complex disability condition. Both diagnoses incur ongoing health care costs. Focusing on whole-person care can help lead to faster recovery, improved symptoms, and may reduce odds of relapse.

“I wasn’t able to walk without pain and now I’m back in action!”

— Goodpath graduate

How will members hear about the program?

Eligible members will receive a communication from Goodpath to introduce them to the program and explain that this is an extension of their Sun Life benefit, available at no cost to them. If the member chooses to enroll, their personalized whole-person care journey will begin with a self-assessment to understand their symptom and causes.

Enrollment in the program is completely optional and does not affect the status of the member’s Sun Life claim or future eligibility.

How long does a Goodpath care program last?

Most members engage with the program for about 12 weeks. Through periodic assessments, members and their coaches monitor members’ progress and determine when the appropriate time is to graduate to a maintenance phase, where members put learned skills to use on their own. Members have the option to reengage actively with the Goodpath program for up to a year following their initial start date.

Does this replace care from the member’s treating provider?

No. The Goodpath program does not and should not replace any treatments or care prescribed by the member’s treating provider(s). The program is designed to complement existing medical care and treatments. Members are encouraged to share their Goodpath care plan with treating providers. Members are reminded that they must continue care with their treating provider(s) as required by the disability policy.

Does Goodpath prescribe medications?

No. Goodpath does not prescribe or provide prescription medications. However, they may include over the counter (OTC) medications, supplements, or other physical items in the monthly box that’s shipped to the member as part of their care plan during the active engagement part of their Goodpath journey.

Note: Goodpath does not provide medical advice, medical diagnosis or medical treatment.

Who is Goodpath?

Goodpath is the whole-person, integrative digital clinic that addresses common, chronic conditions that are hard to resolve with single-care solutions alone. Its whole-person care examines habits, lifestyle, and even stress levels to provide remedies for those contributors. Goodpath blends the expertise of its 20+ medical disciplines with technology and human intervention to improve the health of its members.

Sun Life-sponsored whole-person care

People with back or neck pain frequently also have comorbid factors, such as:

- 21% have depression
- 24% have anxiety
- 33% are obese

Statistics are based on Goodpath's book of business for back and neck pain.

Common long COVID symptoms include:

- Brain fog
- Shortness of breath
- Fatigue
- Loss of smell or taste
- Muscle or joint pain
- Digestive issues



Contact your Sun Life representative to ask about this program and other ways Sun Life makes care and benefits easier.

Not approved for use in New Mexico.

Sun Life is not responsible or liable for the care, services, or advice provided by Goodpath, and reserves the right to discontinue this service at any time.

Group insurance policies are underwritten by Sun Life Assurance Company of Canada (Wellesley Hills, MA) in all states, except New York. In New York, group insurance policies are underwritten by Sun Life and Health Insurance Company (U.S.) (Lansing, MI). Product offerings may not be available in all states and may vary depending on state laws and regulations.

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