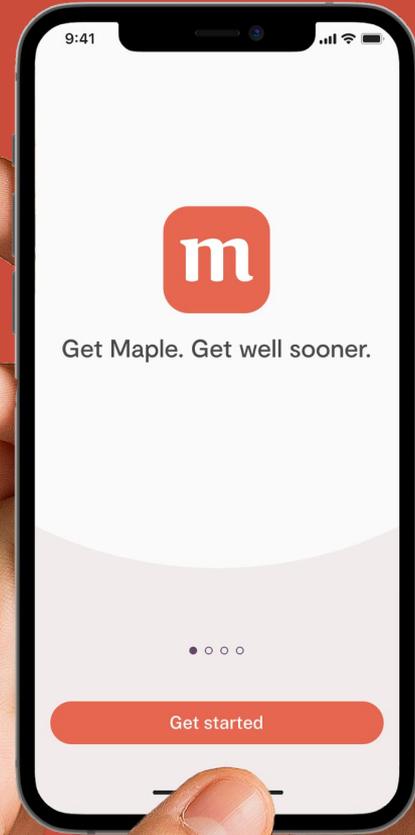


maple |  VICTOR

Maple Virtual Care Education session

For MROO Retirees | April 2025



Here with you today - your dedicated Client Success team

Raphaella Dagge



Client Success Manager, Embedded Partnerships

- Based in Toronto, Raphaella is a Client Success Manager at Maple with 5 years of account management experience, supporting organizations in building impactful virtual care programs.
- She partners closely with clients to maximize the value of Maple's services -driving engagement, improving access, and supporting healthier workplaces across Canada.
- Outside of work, she lives with her 13-year-old French bulldog, King -her loyal (and very sleepy) sidekick.

Today's agenda

Maple overview

Victor/MROO Retiree & Maple virtual care offering

Patient Experience

Support at Maple

Q & A

Maple Overview

Canada's leading virtual care platform



Canada's largest online doctor network, with hundreds across the country



E-prescribing, medical notes, lab requisitions & diagnostic imaging requests



Maple provides the quickest access to primary care in Canada



Virtual records and true continuity of care



Fully bilingual mobile & web application



Privacy by design
www.getmaple.ca/privacy

Primary care at your fingertips

Our network of doctors and nurse practitioners are safely and accurately able to diagnose and address **the majority of common symptoms and medical issues including but, not limited to:**



A variety of treatments are safely being issued virtually

- Lab requisitions
- Specialist referrals
- Antibiotics
- Antivirals
- Asthma inhalers
- Allergy medications
- Pain relief
- Topical creams
- And more...

Plan members use virtual care for their holistic care needs

- Common infections
- Skin problems
- Cold and flu
- Headaches
- Lifestyle and diet
- Women's health
- Mental health
- And more...

Limitations of virtual care



- The primary care provider reviewing the consultation will determine if it is suitable for virtual care and triage it accordingly.
- For non-suitable consultation requests, the patient is advised by the PCP asynchronously of next steps to get the care they need.
- Examples of cases that cannot be treated virtually: Chest pain, bleeding, prescribing narcotics / controlled substances, broken limbs, major trauma.

Our clinical excellence



1,700+

care providers
in the Maple network

50%

of providers speak more than one language with 36 languages total

9+

average years of experience

15+

ethnic backgrounds

56%

female-identifying

MROO Retiree Program

MROO Retiree Program Details

Victor has added Maple to their Retiree Benefits.

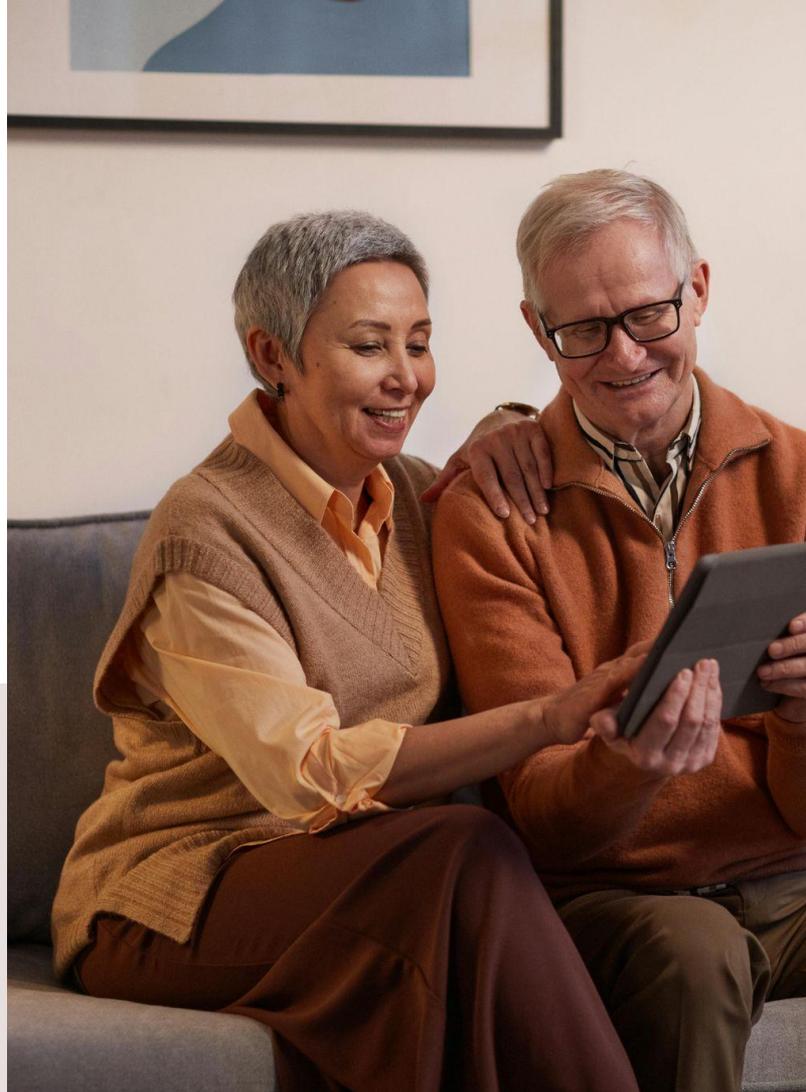
Register today at www.getmaple.ca/victor.

Unlimited primary care

Unlimited online visits with a Primary Care Provider, available 24/7/365 in under an average of 10 minutes. Receive prescriptions, medical notes, requisitions and referrals.

- Maple is a service that is available **ONLY** to MROO members who are enrolled in the MROO health insurance plan
- MROO has negotiated an arrangement with Maple so that MROO health insurance policyholders do not pay fees when they use Maple
- If you wish to use Maple and you are not a MROO health insurance policyholder the subscription cost is \$79.99 a month

maple



Patient Experience

Registration

Victor/MROO retirees should navigate to getmaple.ca/victor. You will require your date of birth and Victor insurance certificate number to register.

After registering, if you have an iPhone / iPad or Android device, you can download the **Maple mobile application** for convenient access.



Are you a Victor retiree benefits plan member?

If so, please create your Maple virtual care account below. If you have already created a Maple account, click "Sign in" in the upper right-hand corner of this page.

Victor group benefits plan member:

If you are a Victor group benefits plan member, please log into your **Victor GB Connect** account to access Maple through Victor Central.

Date of Birth / Date de Naissance

Month / Mois Date / Date Year / Année

month ▼ day ▼ year ▼

Certificate Number / Numéro de Certificat

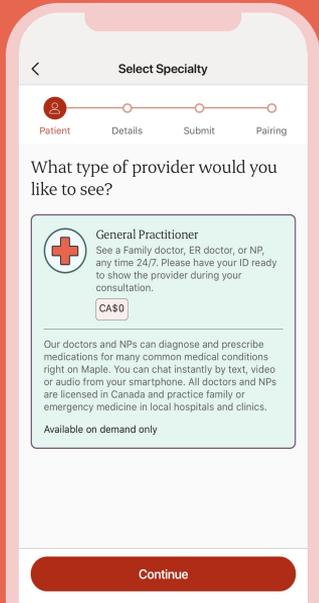
Found on your benefits card – please use numeric values only (e.g. 999999) / Trouvé sur votre carte d'avantages sociaux – veuillez utiliser uniquement les valeurs numériques (par exemple, 999999)

This information belongs to me

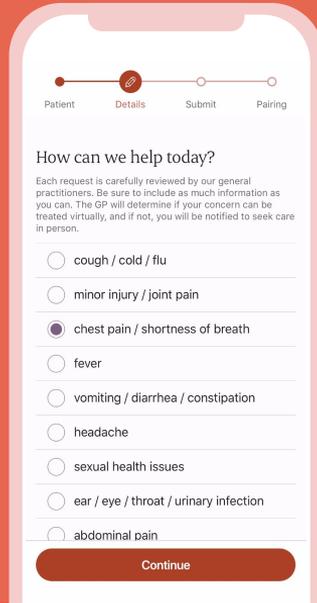
Continue

Consulting with a Primary Care provider

Open the Maple app and press
“Get care” from your
dashboard



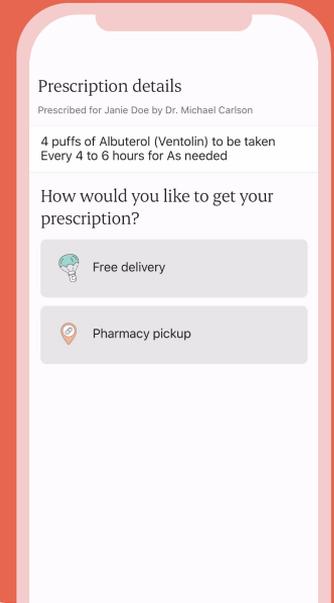
Check off your symptoms and
describe how you're feeling



Consult with a primary care
provider through text, phone or
video



Receive medical advice,
prescriptions, and more



Adding family members

Maple services can be shared **up to 4 eligible dependents** by using one of the two options below:

1 - You can access care on behalf of your children (>18 years old) by adding them to your profile

The screenshot shows a mobile app interface for adding a patient. At the top, there are two buttons: "Add a patient" and "Cancel". Below this is a section titled "Patient info". It contains several input fields: "First name" with the value "Janie", "Last name" with the value "Doe", "Add preferred first name (optional)" with a dropdown arrow, "Relationship" with a dropdown menu showing "Child", "Date of birth" with a dropdown menu showing "Apr 6, 2014", and "Sex assigned at birth" with a dropdown menu showing "Female". At the bottom, there is another dropdown menu labeled "Add gender information (optional)".

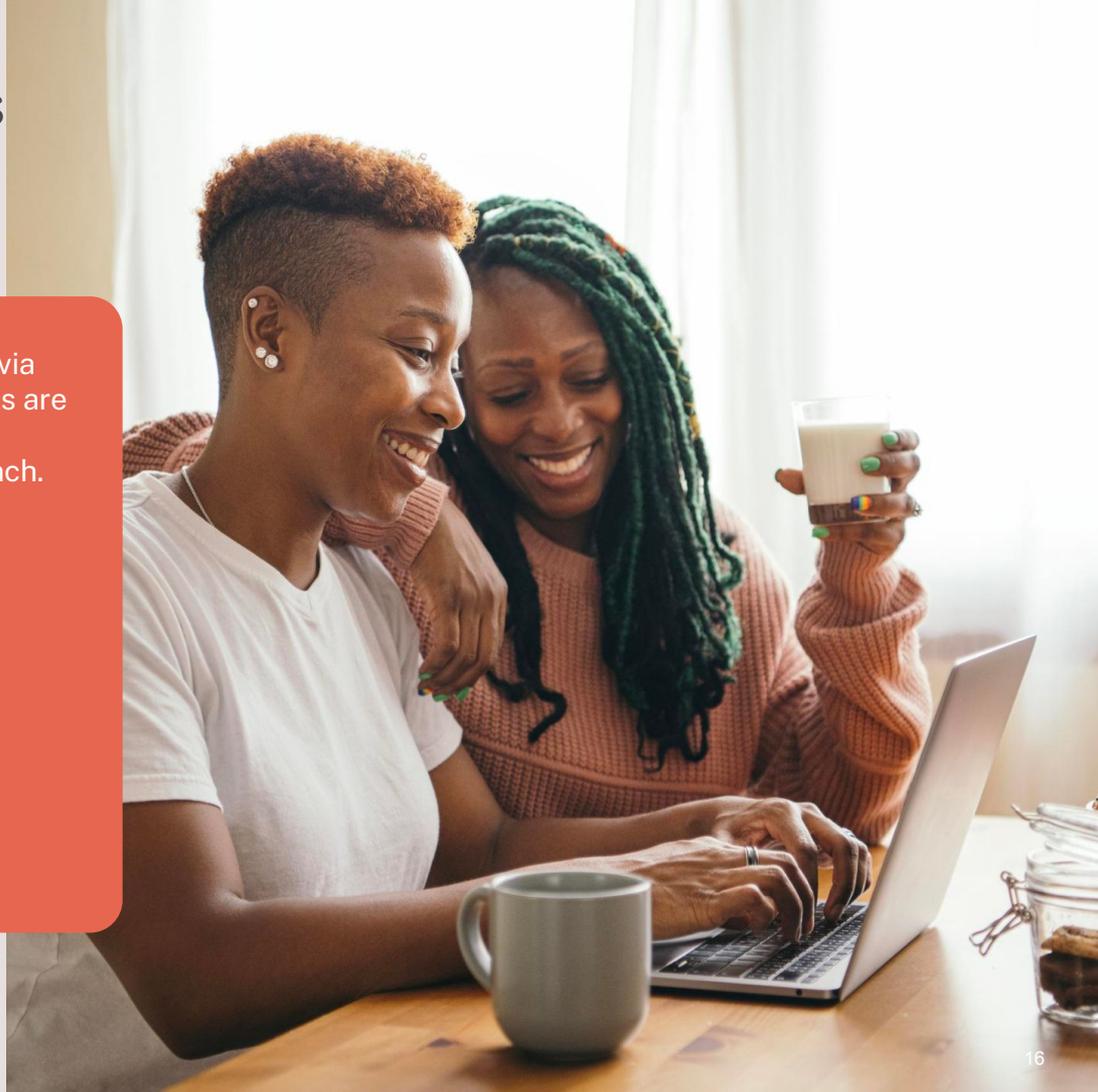
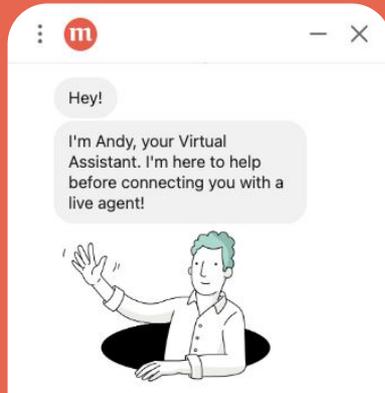
2 - You can invite adult dependents 18 years or older, to create their own Maple account

The screenshot shows a mobile app interface for sharing coverage. The title is "Share your coverage". Below the title, there are two paragraphs of text: "Family members aged 18 or older can benefit from your Maple coverage via their own account." and "Family members must meet certain criteria such as being your spouse, common-law partner, or child. Contact your plan administrator if you're unsure of who qualifies as an eligible user." Below the text is a section titled "Send an invitation" with a sub-heading "Your eligible family member must accept their invitation within 30 days or this invitation will expire." and an "Email address" input field. At the bottom, there is a red button labeled "Send invitation".

Support at Maple

Support for MROO Retirees

Maple's Customer Support team is ready to help via live-chat from the Maple website or app. Live agents are available everyday (including holidays) from **7am - 10pm ET**, offering support in English & French.



Thank you

Any additional questions?

Frequently Asked Questions

Common questions from customers

Questions	Answers
What is Maple, and what do I get access to with my coverage?	<p>Maple is a technology platform providing timely and convenient access to primary care providers and other healthcare providers including mental health counsellors. It allows patients to connect directly with primary care providers and specialists for medical care from their smartphone or computer. With your coverage, you and your family members have access to:</p> <ul style="list-style-type: none">• Unlimited consultations with Primary Care providers: Available on weekdays from 7am to 11:59pm.
How do I add my family members?	<p>Account holders can create patient profiles for each eligible dependent on their Maple account. Click on the “Patients” tab to add their personal details.</p>
How do I register for Maple to get access to my covered visits?	<p>You must register at getmaple.ca/victor by entering your Victor Insurance Certificate # and Date of Birth to confirm your eligibility. You'll then be asked to add a few details to set up your Maple account and create a password. If you are being asked for payment you may have registered on Maple's public site by mistake. For further help, contact Maple's support via live chat at getmaple.ca/contact-us or in-app.</p>
I already have a Maple account; how can I get my coverage on that account?	<p><u>Already have a Maple account:</u> they can link their coverage by opting to “Sign in” at getmaple.ca/victor</p> <p><u>Coverage from multiple providers:</u> If a user is eligible through more than one provider (e.g., employer and a rewards program), Maple keeps them on the plan they first opted into. If they want to switch to a different provider coverage, they need to contact our Customer Support team.</p>
Why did the primary care provider tell me to go to in-person services?	<p>Just like in-person visits, all medical decisions are at the discretion of each individual provider. If they think a condition cannot be safely addressed online, they may tell a patient to go to a clinic for an in-person, physical examination.</p>
Can I access the service outside of my province of residence?	<p>Yes! You'll just want to make sure to select your current location in the consult request so that you're receiving care suited to each province's care guidelines.</p>