Access to ASPE Compass & TELUS Health Outside of US or Canada

Stay connected! Exchange Participants can connect with an ASPE Compass TELUS Health Counselor via chat and call function while traveling outside of US and Canada.

To use chat, you must have access to your provider network (data access) or a Wi-Fi connection.

1. The chat function through the free TELUS Health app works as it would if you were accessing from within Canada or the US. If you are experiencing difficulties, check your internet connectivity. Please also note that certain functions of TELUS Health app may not be available due to connectivity, firewall or access limitations in your region. If this is the case, please consider calling TELUS Health instead.

The following are options for making a call to ASPE Compass outside of the US or Canada:

1. Download Google Voice or another VOIP phone app before departure that will allow the Exchange Participant to connect to Wi-Fi and call any number. This will allow them to contact our Care Access Center (CAC), and with Google Voice, Exchange Participants can get a VOIP number assigned to them (for free) that they can include in their ASPE Compass profile and provide to the CAC for counselors to call them back on their Google Voice VOIP number.
2. Make an international call using your phone service provider network. International calling charges can be applied in one of two ways:
    a. Exchange Participant calls directly from the TELUS Health app or direct **001-855-302-9087**. To call internationally, you must have international calling enabled on your phone. International calling charges apply.
    b. You may opt to "**call collect**" to have the charges reversed back to TELUS Health. To do this, you must find the collect call service for the country in which you are located, dial the number, and request to make a collect call to **001-855-302-9087**. TELUS Health will accept the charges, and you will be connected to a TELUS Health Counselor.
        i. Please be aware that when using the call collect option, the TELUS Health auto attendant messaging is bypassed, and you will be connected directly with a representative. Please explain that you are an Exchange Participant looking to access the ASPE Compass services from outside Canada/US.

c. In case you cannot reach TELUS Health via **001-855-302-9087** number, as a backup option you may also dial **001-678-799-7451** and use the same instructions above about how to dial directly or collect.

    i. This will be TELUS Health's general phone number, rather than their ASPE Compass specific phone number. You may need to guide the representative who answers that you are with the ASPE program.

3. Call via Wi-Fi connection*. To call via Wi-Fi, certain conditions must be met:

    a. You must be using a Wi-Fi-calling capable phone

        i. Wi-Fi calling must be turned on.

    b. Your service provider supports Wi-Fi calling

    c. Troubleshooting: If you are unable to make or receive Wi-Fi calls, it may be due to one of the following reasons:

        i. Device does not support Wi-Fi calling.

        ii. Device does not have the latest system update available

        iii. Service plan does not include Wi-Fi calling Emergency address for Wi-Fi calling not set up (service providers in certain countries are required by federal regulatory agencies to support calls to emergency services and collect a registered location to enable the service)

        iv. The Wi-Fi calling setting is turned off in device settings

        v. Wi-Fi calling is blocked on user's phone line

        vi. No Wi-Fi network Connection

    For more information about Wi-Fi calling including links to major US and Canadian carrier policies go to:

    United States:

    https://www.cnet.com/news/what-you-need-to-know-about-wifi-calling/

    Canada:

    https://www.cellphones.ca/cell-plans/p/what-is-wifi-calling-10039/

    **NOTE: making calls over Wi-Fi can still come out of your regular minutes allowance and be charges as an international call depending on your phone plan. Be sure to read the policies of your carrier to see if there are any potential restrictions and charges related to your situation.*