

Canopy formerly Cascade Centers

Our Name has Changed, But We Haven't Member Access and User Experience FAQs

Will members use the same phone number and access points?

Yes, the phone number and text number will remain the same. Email and web access will not be disrupted with current links.

Will the member experience remain the same?

Our dedicated team of caring professionals will not change and members will experience no disruption to care. Canopy will continue to provide innovative services, that are human-centered, inclusive and equitable.

Will I still have access to my same counselor?

Yes. If you're currently working with a counselor, there will be no disruption to your care.

Do I need to change my login to the member site?

If you login at Cascade Centers or canopywell.com, it will direct you to the right place. After 1/1, new users should visit my.canopywell.com and register with company name.

What about your mobile app?

Currently in the App store it's listed as Cascade EAP but will migrate under the Canopy branding. If you already have the mobile app, you have the most current version.