



health  assured

Employee Assistance Programme

Provide support for
your staff



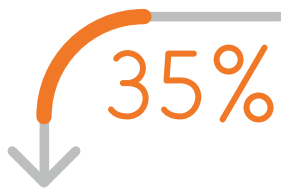
How our EAP can benefit your business



Happier, healthier employees are more motivated and productive. So when your people do better, your business does better.

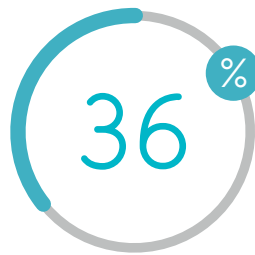
Here's how we've helped our clients

Reducing workplace stress



reported a drastic decrease in workplace stress-related incidents

Reducing absences



reduction in absences by having the EAP in place

Boosting life satisfaction



outlined a noticeable increase in wellbeing post-counselling

Why Health Assured?

- ✓ Support **9.5 million** lives across all sectors
- ✓ **BACP accredited** at organisational level
- ✓ **UK-based** service centres operate **24/7/365** for all calls
- ✓ **25.2%** of weekly calls occur outside 9.00am-5.00pm
- ✓ Network of over **1,500 counsellors** and psychologists
- ✓ **15-20%** of people into therapy
- ✓ Innovative technological development e.g. **App, LiveAgent**
- ✓ First EAP provider to join **Stonewall Diversity Programme**
- ✓ Support UK organisations in over **74 countries**
- ✓ Client retention rate of **94%** and **4.6/5** on Feefo
- ✓ **71.5%** return to work rate, including anxiety and depression
- ✓ Support **36,500** organisations across the Group



Health & lifestyle

- Physical health
- Mental health
- Sickness absence
- Critical and traumatic incidents
- Eldercare
- Rehabilitation
- Addiction
- Cancer survivorship
- Terminal illness

Legal information

- Probate and Wills
- Legal queries
- Caring for a dependant
- Debt and financial
- Buying a new home
- Separation and divorce

Home life

- Identity and LGBT
- Domestic abuse
- Discrimination
- Childcare
- Bereavement and loss
- Relationships and marital

Work life

- 'Leavism' and 'Presenteeism'
- Managing change
- Return to work
- Bullying and harassment
- Redeployment
- Redundancy
- Retirement
- Stress

Service overview: Core EAP

- ✓ Up to **6 sessions** of face to face, telephone or online counselling, including telephonic and face to face CBT counselling, per employee, per issue, per year
- ✓ **Full case management** protocols for all structured counselling cases
- ✓ Unlimited access to **24/7/365** confidential telephone helpline
- ✓ Self, manager, HR, physiotherapy, trade union and OH **referrals**
- ✓ Coverage for **dependants and retirees** (up to three months) within HMRC guidelines
- ✓ **Legal information** services
- ✓ **Debt & Financial** information
- ✓ 24/7 **critical incident** telephone support
- ✓ **Family advice line** on topics such as childcare and eldercare
- ✓ **Manager consultancy** and support

Active Care

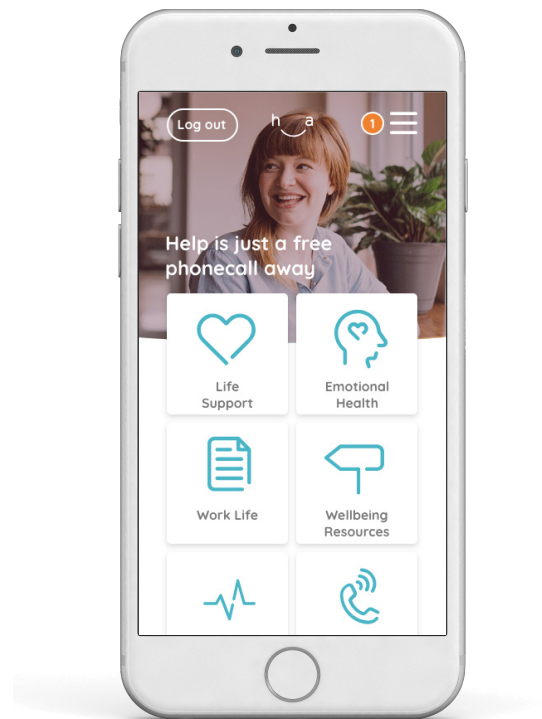
Day one intervention for stress related absences

- ✓ Unique to Health Assured
- ✓ Day one intervention from when an employee cites absence in relation to stress, depression or anxiety
- ✓ Clinician contacts employee within 24 hours and completes telephone consultation
- ✓ Employer will receive a written report within 48 hours
- ✓ Nurse signposts employee to the appropriate EAP service
- ✓ In 95% of cases the employee is back to work within 14 days

Online Tools & Accessibility



- Health e-hub mobile app
- Health & Wellbeing Portal
- Online CBT course
- Online trauma course
- Video counselling
- Counselling support via email
- LiveAgent Instant Chat
- Accessibility:
 - Minicom
 - Braille
 - Easy read
 - Alternative colours
 - Materials in other languages
 - Translation services
 - Video counselling with BSL counsellors



71.5%

of our client's employees who experienced anxiety or depression were healthily returning to work

Health & Wellbeing Portal



- LiveAgent instant chat
- Monthly webinars including Recognising Stress, The Art of Motivation, Building Personal Resilience, Mental Health First Aid
- Four week programmes including Quit Smoking, Sleep, Losing Weight, Drinking Less
- Mini health assessments including BMI, Sleep, Alcohol, Anxiety and depression
- Wellbeing articles and fact sheets on topics such as sleep apnoea, menopause, internet safety, eating disorders, gender reassignment, self-harm and consumer vulnerability
- Awareness Day information such as OCD week of action and self-injury awareness day
- Drives engagement in partnership with newsletter

healthassured Employers Individuals Partners About Contact 0844 892 2493 UK

The complete EAP, health & wellbeing support network in your pocket

Get the best out of you. Get the most from your people. Get the healthy advantage.

Get a FREE Consultation

feefo 5 stars Independent Service Rating

Download the Health e-hub app

The Health e-Hub app and online portal help people overcome life's physical, mental and financial challenges. Available on both iOS and Android, it's the UK's largest and best free library of wellbeing resources.

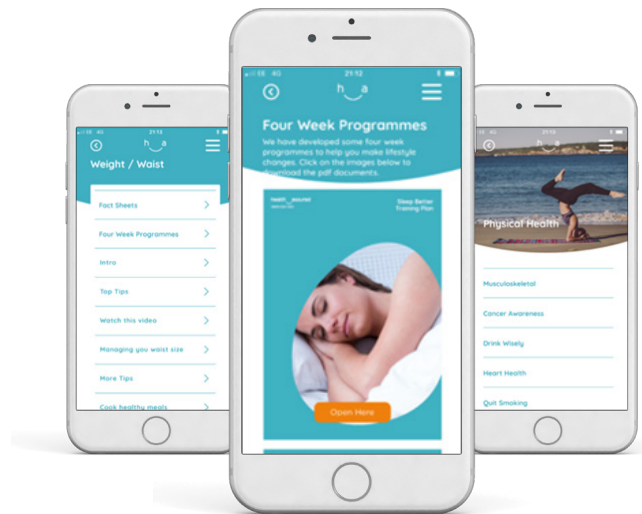
- Use the videos, guides & webinars whenever you need them—no matter where you are in the world.
- Call the confidential and compassionate care line. It's open 24 hours a day, 365 days a year because you never know when you need help.
- Get access to online cognitive behavioural therapy (CBT) without having to face long healthcare waiting lists.

Download on the App Store GET IT ON Google Play

New and Improved App



- **Free** to download worldwide
- Available on **iPhone and Android**
- **Accessible 24/7** without an internet connection
- **Rapid** load and refresh speed
- **31.7MB storage** (less than 0.2% on 16GB iPhone)
- **Streamlined** design and navigation
- **Newsfeed** functionality
- Mini **health assessments**
- **Fact sheets** and four week programmes
- Drives EAP engagement through 'contact us' page, outbound calls within **2 hours**



Management Information



MI including an annual report, covers:

- Service & usage summary
- Utilisation summary
- Helpline calls by category
- Work related calls
- Advice calls by category



Relationship Management



- We pride ourselves on taking a consultative approach and believe that no two clients are the same.
- Designated POC – Your Relationship Manager will implement the contract and be responsible for ongoing contract management.
- Successful implementation, promotion and launch builds the foundation for a successful contract with high utilisation throughout.

Increasing your utilisation



- Integration with client communication channels.
- Development of communications plan.
- Electronic and hard-copy materials delivered to your key sites, including posters, leaflets, screensavers and content:
- One leaflet with pop-out wallet card per individual (+10% stock for new starters)
- At least one posters per 100 employees (these are printed in-house and we can provide more free of charge as required)
- Employee presentations/webinars and manager workshops.
- Access to training workshops.
- Monthly topical newsletters and webinars.



Additional Services



- On-site Training Workshops - **£850** half day, **£1,250** full day
- Mental Health First Aid, 2-day Adult course - **£2,500** per course
- Additional on-site support days (half day included in price) - **£350** per day
- On-site Critical Incident support - **£850** per half day, **£1,250** per full day
- Additional counselling sessions (up to six)- **£77** per session for individuals/**£125** per session for couples or CBT
- EMDR face to face counselling sessions - **£125** per session

Please note - All responses and quotes provided by Health Assured Limited are commercially sensitive and confidential. The recipient agrees to maintain such confidence and use solely for the purpose of obtaining the proposed services. The quote and any supporting information must not be shared with any other third party without Health Assured's prior written consent.



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