

# Your healthy advantage



## Who are Health Assured?

Health Assured are the UK and Ireland's largest Employee Assistance Programme provider, making a positive difference to over 11 million lives. We provide a range of wellbeing services available 24/7, both online and via our UK service centres.

We offer the most comprehensive employee assistance programme on the market today. This provides 24/7 support services to:

- Employers of all sizes in the public, private and non-profit sectors.
- Individual users, employees and their family members.
- Business partners, intermediaries and affiliates.

Our counsellors and advisors—available via telephone, face-to-face or online—are fully qualified and our counselling service is BACP accredited. We never transfer calls abroad, rely on answering machines or use separate triage teams.

Through our award-winning wellbeing services, we support our clients and their people on a range of issues, including financial wellbeing, stress, anxiety, housing concerns, relationship issues, childcare support and bereavement.

Healthier, happier employees are more motivated, more productive and better performing. We at Health Assured believe in providing a service that helps bring out their best—we're your healthy advantage.

## What is an Employee Assistance Programme?

An Employee Assistance Programme is an employee benefit that provides support for personal and work-related issues. Your team's home and work-life problems can be addressed by trained counsellors and advisors in complete confidence, over the phone and online.

Combined with our technology, we use tried and trusted techniques to provide compassionate support 24/7, 365. With our service, you can take advantage of:

- **Health e-Hub app and online portal:** a comprehensive library of supporting documents helping your staff cope with life's challenges. This is accessible 24/7, 365 online and via smartphone—we have free downloads for iOS and Android.
- **24-hour helpline:** share a problem or concern with someone who will listen with care, and receive real, useful support.
- **Telephone counselling:** work through problems with a qualified therapist. Our counselling service is accredited by the British Association for Counselling and Psychotherapy (BACP).
- **Face-to-face counselling:** speak with a local counsellor in a private and confidential setting, for up to eight face-to-face sessions.
- **Electronic management information\*:** We issue annual management information reports for clients with less than 250 employees. Quarterly reports are available for clients with more than 250 employees.



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# How will my business benefit?

The Health Assured EAP provides reactive, proactive and preventative care. When combined, these approaches reduce mental health-related sickness and absence, staff turnover and boost productivity. Your staff retention and even your reputation will see great improvements.

With an EAP in place, you provide help with the challenges your employees face. You fulfil your duty of care to your employees, and show commitment to their health, wellbeing and safety.

## How we have supported our customers



**35%**

Reported a significant decrease in workplace stress-related incidents.



**71.5%**

Of employees returned to work following engagement with our formal therapy.



**20%**

Of employees outlined a noticeable increase in wellbeing post-counselling.

## Our services

The table below is based on organisations with 1-999 employees. For organisations with 1000+ employees, bespoke quotes will be created on a case by case basis.

	Essential EAP	Complete EAP	Advantage EAP
Free 24/7 counselling, legal and information line	✓	✓	✓
Online health portal & access to the Health e-Hub app	✓	✓	✓
Medical information line	✓	✓	✓
Critical incident advice and telephone support	✓	✓	✓
Management support line and counselling	✓	✓	✓
Relationship management support and utilisation reporting*	✓	✓	✓
Hard & soft copy promotional materials inc. leaflets, posters and managers guides	✓	✓	✓
Up to <b>six/eight</b> structured telephone counselling sessions	✓	✓	✓
Up to <b>six/eight</b> face-to-face counselling sessions		✓	✓
Active Care - Day 1 intervention for stress			✓
Cost per employee, per year (excluding VAT) for <b>six sessions**</b>	£4.29	£8.58	£10.72
Cost per employee, per year (excluding VAT) for <b>eight sessions**</b>	£5.00	£9.29	£11.43

\* Due to data protection legislation and confidentiality requirements, we are unable to provide management information reports for clients with less than 50 employees.

\*\* Minimum premium of £645.00 (net of VAT) for all annually renewable contracts.

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