



health assured

 Procurement
Services

Complete Health & Wellbeing Solution

—
Provided by
Health Assured

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A Wellbeing Programme - why do you need one?

A Wellbeing Programme provides **24/7 mental health support** to your people and their immediate family. It's a benefit that helps your team make it through difficult times. Whether it's personal or professional challenges, it provides a safe space to talk through it all.

With Health Assured's services in place, your organisation can benefit from:



Reduction in
depression



Reduction in
workplace distress



Organisations see
an average ROI of
£10.85 / €12.46 for
every £1 / €1.15 spent



Reduction in
absenteeism



Back in work
after therapy



Reduction in
anxiety

Why Health Assured?

Health Assured is the **UK and Ireland's largest Wellbeing Programme provider**. Our industry-leading approach delivers mental health and wellbeing solutions with a difference, making us the number one choice for organisations. We provide active, clinical-based support that benefits both you and your people.

13m

Supporting over
13 million lives

98%

Of staff want
our EAP retained

80,000

Supporting over
80,000 organisations

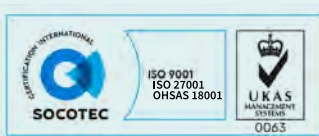
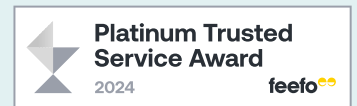
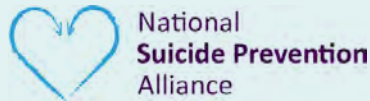
bacp | Accredited^{*}
collective mark Service

^{*}The only Assistance Programme provider to be awarded this, at an organisational level.

Find out more about our award-winning service by [watching this video](#)



Awards and Accreditations



Our service is trusted by over 80,000 clients

Deloitte.

easyJet

IBM

Nestlé

ASOS

Marriott

Superdry®

Your health and wellbeing solution

Health Assured sets the standard for wellbeing support. While many wellbeing providers offer a standard approach, we partner with our clients to offer a unique, personalised approach. We champion clinical intervention and provide health and wellbeing support with excellence, speed and quality.

We're not just a helpline - our complete Wellbeing Programme services include a wide array of additional benefits, which deliver comprehensive support for your people and great value for your organisation. We can also extend our support to overseas individuals through an international partnership arrangement in **170 countries**.

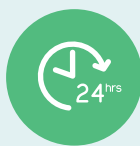
Health Assured offers a wide range of digital wellbeing services including:



24/7, 365
confidential
helpline



Online CBT help for
anxiety, depression,
menopause and more



24/7 crisis
assistance and
phone support



In-house debt,
financial info and
signposting



Access to the brand
new wellbeing app,
Wisdom

Health Assured's helpline is available 24/7, 365. Our counsellors help support your people with:

Mental wellbeing

- ☉ Mental health
- ☉ Anxiety
- ☉ Depression
- ☉ Bereavement
- ☉ Bullying & harassment
- ☉ Identity & LGBTQ+

Financial & Legal wellbeing

- ☉ Debt & financial
- ☉ Probate & wills
- ☉ Retirement (& redundancy)
- ☉ Buying a new home
- ☉ Separation & divorce
- ☉ Tenancy / landlords problems

Social wellbeing

- ☉ Childcare (& eldercare)
- ☉ Caring (for a dependant)
- ☉ Rehabilitation
- ☉ Terminal illness
- ☉ Cancer survivorship
- ☉ Return-to-work

Physical wellbeing

- ☉ Critical incidents
- ☉ Stress
- ☉ Leavism (as well as Presenteeism)
- ☉ Domestic abuse
- ☉ Sickness absence
- ☉ Addiction



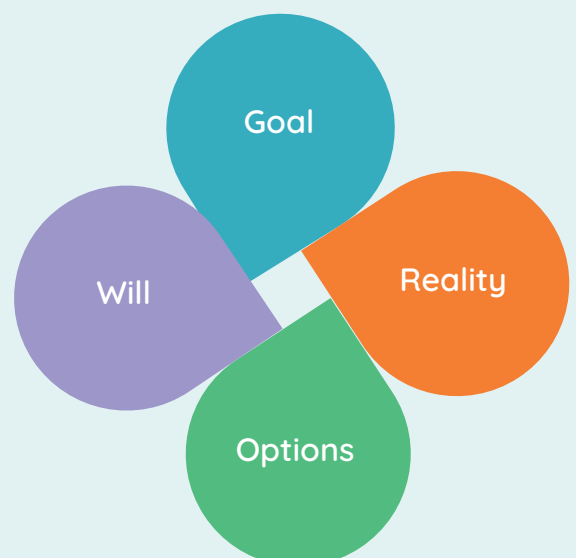
Life and Leadership Coaching

Coaching is a process that helps a person to focus on their 'here & now', supporting them to identify the challenge and create goals that they can use to work on to make progress moving forward and maximising their potential.

Using the 'GROW' model (Goal, Reality, Options, Will) coaching focuses on development, whether it is a life skill and/or professional skill.

Your individuals will be entitled to up to 4 sessions of development coaching for both professional and life skills for a wide range of topics including:

- ☺ Wellbeing
- ☺ Career progression
- ☺ Personal/professional relationships
- ☺ Work/life balance
- ☺ Stress Management
- ☺ Coping with change
- ☺ Communication



SilverCloud: The leading provider of Digital CBT Interventions

Created through a combination of clinical and academic CBT research, the SilverCloud platform uses innovative technology to provide immediate access to human-led CBT support.

As part of Health Assured's clinical interventions, your people will be set up with online CBT programmes (if appropriate). Available on desktop, mobile, and tablet, the SilverCloud platform is user friendly, engaging, and hosts over **30 support programmes**.



Examples of programmes available include:

Mental Health

Helping alleviate the symptoms of common mental health conditions:

- ☺ Space from Anxiety
- ☺ Space from Depression
- ☺ Space for Sleep
- ☺ Space from Phobia
- ☺ Space from OCD

Wellbeing

Giving you the skills to deal with everyday issues that affect your mental health:

- ☺ Space for Resilience
- ☺ Space from Money Worries
- ☺ Space from Stress
- ☺ Supporting teens and children with low moods and anxiety

Chronic Health

Focus on the mental health aspects of living with a long term condition:

- ☺ Space in Diabetes
- ☺ Space in Lung Conditions
- ☺ Space in Chronic Pain
- ☺ Space in CHD
- ☺ Drug and Alcohol misuse



Rightsteps: Menopause Cognitive Behavioural Therapy (CBT)

Health Assured is now partnering with the online platform, Rightsteps, to provide a tailored Cognitive Behavioural Therapy solution for people experiencing menopause symptoms. The service was developed by **Prof Myra Hunter, at Kings College London.**

Who are Rightsteps?

Rightsteps are a social enterprise that have provided health and social care for almost 60 years. The team is made up of a qualified and clinically experienced management team that includes clinical psychologists, CBT Therapists, and counsellors.

How do I access Menopause support with Rightsteps?

To access CBT and support for menopause with Rightsteps, simply call the helpline and tell us some more details about the problems you're facing. Our team will ask a few questions, and we'll get you the support you need.

Find out more about the 'Rightsteps Wellbeing Platform' by [clicking here](#)

What is menopause CBT?

- ☺ To manage problematic symptoms such as hot flushes and night sweats
- ☺ Effective strategies for managing anxiety and depression
- ☺ Functional ways to reduce stress and overly negative thoughts that can make symptoms worse
- ☺ How to build your support network, find a relaxation routine and practise mindfulness

Wisdom AI: Health Assured's World-First Wellbeing Tool

What is Wisdom AI?

We know when you need answers to your wellbeing questions, you need them fast. So our exciting new innovation packages our counsellors' knowledge and the latest artificial intelligence into a search engine you can trust.

How does Wisdom AI work?

Our team have answered thousands of the most common questions we see across the helpline, and we've compiled them in a revolutionary platform that you can access anywhere - any time.

With this new tool, you won't need to search and scroll websites for instant information, you can get insights from counsellors who have years of experience helping people through these issues. This fantastic new knowledge hub can be the first port of call for anyone with a wellbeing question on their mind.

Combines powerful AI
and professional guidance



Wellbeing wisdom in an instant

When you need answers, you need them fast. So that's why we've created Wisdom AI —a pool of mental health knowledge combined of professional counselling expertise and the latest Artificial Intelligence.

As part of your wellbeing programme, you have full access to this revolutionary platform that delivers expert advice in a few simple clicks.

Most popular questions

What questions can I ask?

We've got every mental health topic covered. Whether you're looking for personal support, or someone else. Some of the most common questions we get asked are:

- ☺ What can I do to move on?
- ☺ How can I manage my health anxiety?
- ☺ What can I do to reduce my stress?
- ☺ Am I depressed?

What if I need further support?

If you want to talk about any of the topics in more detail, you can call us at any time. You can find the helpline number on your Wisdom homepage.



Total support

Implementation, promotion and launch build the foundation for a successful contract with high usage from others

Our dedicated relationship managers (RMs) will help you increase the usage of our services, with awareness raising sessions, quarterly reviews and advice on proactive management. We pride ourselves on our consultative approach and believe that no two clients are the same.

Management information (MI)

In addition to our service, we also provide regular management information (MI). This includes reports which cover:

- Service and usage summary
- Helpline calls by category
- Advice calls by category
- Work-related calls
- Benchmarking
- Demographics
- GAD-7 (screening tool for anxiety)
- PHQ-9 (screening tool for depression)
- Workplace outcome

Accessibility Options

- Translation services into 240 languages
- Live chat
- Video counselling with BSL counsellors
- Braille
- Easy read
- Materials in other languages*

Online Tools

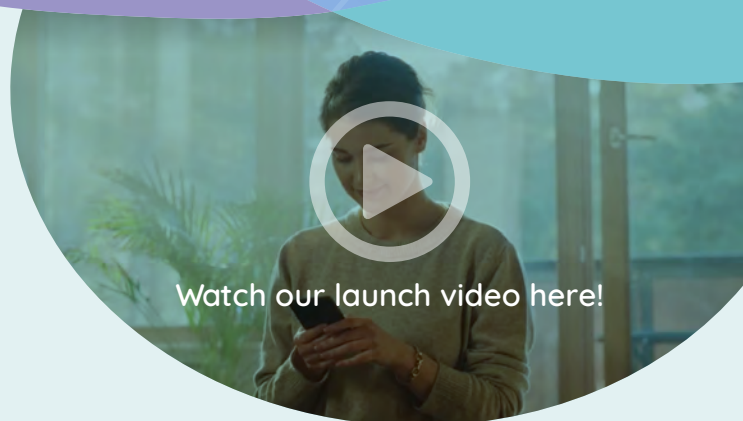
- Wisdom Resource Centre
- Counselling support via email
- Video counselling support options
- LiveAgent instant chat support

*subject to request

Hello and welcome to Wisdom

Your guide to health and mental wellbeing

As a member of the Health Assured community, you have exclusive access to our revitalised app – helping you track your wellness, improve your mental health, and stay resilient during tough times.



Watch our launch video here!

Your Health Hub



Interactive mood tracker

You will receive regular prompts to track your mood. By tracking mood trends, Wisdom can help you identify patterns and areas for improvement in your wellbeing.



Four-week health plans

Wisdom will support you in your health goals, whether that be eating healthier, quitting smoking, sleeping better, or coping with pressure. Get started on your health plan and track your daily progress.



Mini health checks

How are you feeling today? Take a minute to check in with yourself by using the health checks to assess and support your health and mental wellbeing.



Breathing techniques

Our guided breathing exercises help you feel a sense of calm and relaxation to carry into the rest of your day.

Wellbeing Connected



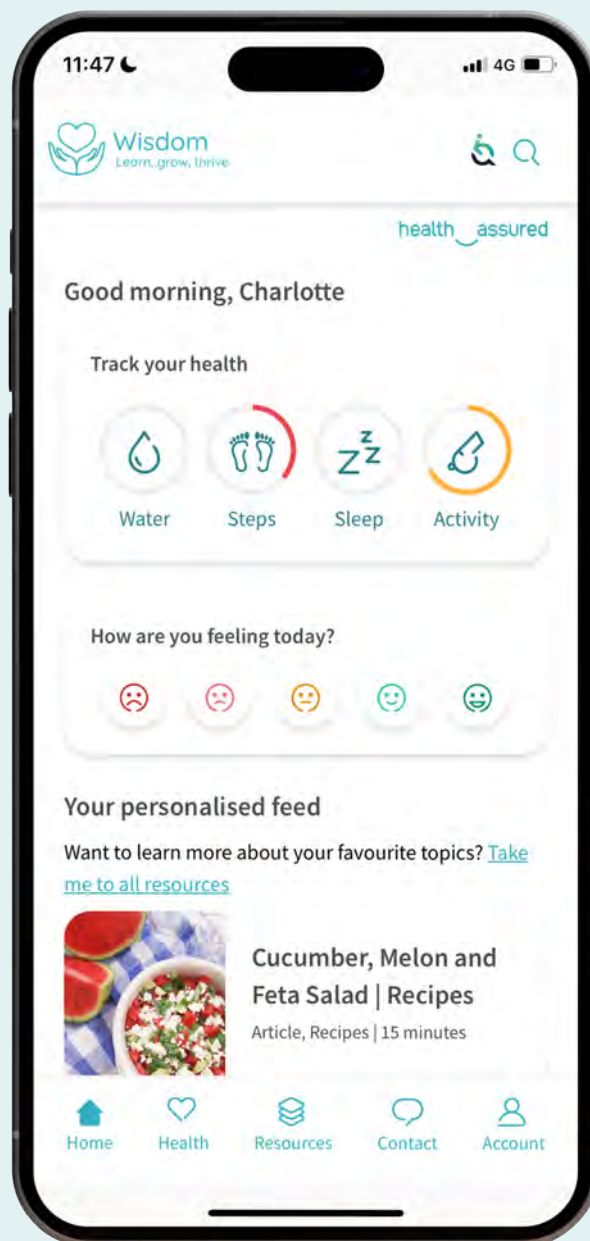
Personalisation

Wisdom allows you to personalise your homepage so you can access tailored resources and learning materials based on your interests.



Live Chat

The Live Chat feature allows you to contact a dedicated wellbeing counsellor using live messaging and video calls. For further support, you can call our helpline - available 24/7, 365 days a year. We've made it as easy as possible for you to get the right advice when you need it the most.



Download and register today

Wisdom | health assured

Unique code:





There are over 1,000 discounts available through **Bright Exchange**

Previous offers have included the below:

UW Utility Warehouse



Extra £50 off

Unlock big savings with UW - Utility Warehouse.

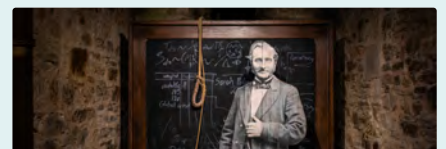
grüum.



Free Skin & Haircare Set

Pick up a fabulously FREE beauty bundle from Grüum.

TUDOR HOTELS



Save up to 15%

Bodmin Jail Hotel - Exclusive 15% discount on your next stay.

THE CINEMA SOCIETY.

ODEON
THEATRE. ABOUT FILM.

VUE
THE CINEMA EXPERIENCE.



Save 40%

Up to 40% off at UK Cinemas, including VUE and ODEON.

Club La Santa



Save up to 10%

Save an exclusive 10% off an active holiday at Club La Santa.

EGO



Save up to 10%

Bring out your inner power women and recreate your look.

CRAGHOPPERS



Save up to 15%

Exclusive 15% off all order for BrightHR users.

Body FIXERS



50% off

Fitness and fat loss coaching. Anytime, anywhere.

AMELIORATE®



Save up to 25%

25% off Ameliorate products

Additional content

Blog articles

Every week we upload new articles covering the latest mental health and wellbeing topics, offering support, tips and guidance on managing the ups and downs of life.

Monthly newsletters

Our monthly newsletters for both organisations and individuals, provide articles, webinars, assets and important updates.

Monthly content calendar & Annual wellbeing calendar

We'll provide you with a sneak peak of upcoming content, including articles and social media posts. You will also receive an annual calendar highlighting monthly wellbeing focuses and awareness days.

Launching the Assistance Programme together

A successful launch in your organisation will increase usage rates, meaning you get the most out of the service. When your people know about the service, how to use it and what it can help with - they feel more inclined to reach out if they need it. That's why we've developed an implementation process that works. With help from our side, we'll ensure that you'll have everything you need to launch effectively.

Launch materials

Our welcome materials will help you and your team - become more familiar with the services available. They dive deeper into the problems we can support with and how they can access the service.

The Mental Health Hour

Our monthly Q&A session allowing EAP users and the public to ask one of our in-house counsellors a question surrounding topics in the mental health sphere.

Spotify content

Music has an abundance of mental health benefits - which is why we've launched Health Assured's Spotify. Each month we feature a new playlist that will be included in our newsletter.

Webinars

Designed to provide topical information as well as self-help guidance to support and educate on a variety of mental health issues.

Presentations

Your relationship manager can also provide a presentation to your managers or people that gives a full overview of the service. Presentations help your teams get to know Health Assured in a more personal way, helping to raise awareness and increase understanding of the service.

Dedicated relationship manager

We pair all of our clients with a dedicated relationship manager - who will be on hand to support them at every step of the process. They can answer any questions and provide information whenever you need it - we're only ever a phone call away.

How do our users find the service?

“

“My company signed up for this and I cannot thank them and Health Assured enough. Just knowing that trained counsellors will be there for you 24/7/365 to talk you through your darkest hour is the most reassuring peace of mind you could ever ask for.”



“

“This was my first time using the service provided by my work. The support I was given was truly well received and at a time I needed it the most. The counsellor took the time to listen to me and provided great support and tools to help me through a very difficult time in my life.”

“

“Cannot recommend this amazing service enough. Sarah helped me go from somewhere horribly dark and bleak to feeling like myself again. She listened, remembered details and helped me to understand what I wanted to get out of the sessions.”





Access **FREE** HR advice

We're giving your EAP an upgrade!

Courtesy of our partnership with Peninsula, we'll be offering all of our SME clients **FREE** HR advice to help support you. This industry-first feature isn't available with any other EAP on the market - and we're delighted to bring this support to you at no extra cost.

So how can you access this support?

You can now call our HR helpline from 9 am – 5 pm Monday to Friday. At the other end of the line, CIPD-qualified consultants will be on hand to deliver their professional HR and health & safety services.

You can contact us about any issue and you can use this support as often or as little as you like.

What issues can I get support with?



Risk assessment



Sick leave and absence



Conduct issues



Updating staff contracts



Dismissals



Family leave



TUPE



Redundancies



Holiday entitlement

Prevent stress at work with Active Care

A fast-track stress intervention service from Health Assured

The Active Care service from Health Assured provides effective intervention on the very first day an employee reports an absence related to stress or anxiety.

Active Care provides in-the-moment support and guidance from a dedicated counsellor, safeguarding employee mental health and improving your return-to-work rates:

- ☺ Proactive support and guidance from a dedicated counsellor
- ☺ Safeguard employee mental health
- ☺ One-day stress intervention service for stress and anxiety
- ☺ Improve your return-to-work rates
- ☺ 30-minute structured consultation



New level of service

We believe true mental health starts from the ground up

Why Peak Performance?

Our brand-new Peak Performance service offers a unique approach to help your people reach their full potential.

We've designed Peak Performance as the most comprehensive wellbeing strategy for your organisation, allowing you to proactively get ahead of any challenges before they arise.

17.1 million working days are lost to stress, depression, and anxiety every year

This costs UK businesses an estimated £100 billion. We aim to change that by delivering proactive solutions that safeguard mental health and wellbeing, reducing absenteeism and boosting your productivity to greater heights.

Start your ascent to Peak Performance with our award-winning wellbeing services.

Give your people the support they need to reach their peak performance.

Book a free demo



Business

Protect	Complete		Peak	
	6 sessions	8 sessions	10 sessions	12 sessions
Unlimited 24/7 helpline	✓	✓	✓	✓
Face-to-face counselling sessions (structured 50 minute sessions, per issue per year)	6	8	10	12
cCBT - SilverCloud and Rightsteps	✓	✓	✓	✓
Day 1 intervention for absence	✓	✓	✓	✓
Access to Occupational Health Asseesments	✓	✓	✓	✓
Crisis assistance and telephone support	✓	✓	✓	✓

Enhance	Complete		Peak	
	6 sessions	8 sessions	10 sessions	12 sessions
Online health portal & access to the Wisdom app	✓	✓	✓	✓
Life and Leadership Coaching (structured sessions per employee per year)	1	1	4	4
Mental Health First Aid Course - 2 day accredited course ^{Ref 3}			✓	✓

Support	Complete		Peak	
	6 sessions	8 sessions	10 sessions	12 sessions
Management support line and counselling	✓	✓	✓	✓
Dedicated Relationship management ^{Ref 1}	✓	✓	✓	✓
HR advice line (for management only)	✓	✓	✓	✓
Work health assessment and night worker questionnaires ^{Ref 2}			✓	✓

Employee

Learn	Complete		Peak	
	6 sessions	8 sessions	10 sessions	12 sessions
Mental Health First Aid Course - 2 day accredited course ^{Ref 3}			✓	✓

Grow	Complete		Peak	
	6 sessions	8 sessions	10 sessions	12 sessions
Life and Leadership Coaching (structured sessions per employee per year)	1	1	4	4
Online health portal & access to the Wisdom app	✓	✓	✓	✓
cCBT - SilverCloud and Rightsteps	✓	✓	✓	✓

Thrive	Complete		Peak	
	6 sessions	8 sessions	10 sessions	12 sessions
Unlimited 24/7 helpline	✓	✓	✓	✓
Face-to-face counselling sessions (structured 50 minute sessions, per issue per year)	6	8	10	12
Day 1 intervention for absence	✓	✓	✓	✓
Crisis assistance and telephone support	✓	✓	✓	✓

Price per month

	Complete		Peak	
	6 sessions	8 sessions	10 sessions	12 sessions
24/7 helpline - counselling, legal, financial and medical information	✓	✓	✓	✓
Face-to-face counselling sessions (structured 50 minute sessions, per issue per year)	6	8	10	12
Online health portal & access to the Wisdom app	✓	✓	✓	✓
cCBT - SilverCloud and Rightsteps	✓	✓	✓	✓
Day 1 intervention for absence	✓	✓	✓	✓
Life and Leadership Coaching (structured sessions per employee per year)	1	1	4	4
HR advice line (for management only)	✓	✓	✓	✓
Management support line and counselling	✓	✓	✓	✓
Access to Occupational Health Assesements	✓	✓	✓	✓
Dedicated Relationship management <small>Ref 1</small>	✓	✓	✓	✓
Crisis assistance and telephone support	✓	✓	✓	✓
Work health assessment and night worker questionnaires <small>Ref 2</small>			✓	✓
Mental Health First Aid Course - 2 day accredited course <small>Ref 3</small>			✓	✓
Price:				

*All quotes fees excluding VAT

Ref 1: MI Reporting is top level usage only for any schemes less than 50 employees, up until 350 employees this is produced at month 9, over this is quarterly.

Ref 2: Work Health Assessments are inclusive within the Assured EAP up to a maximum of 25% of the total number of declared employees per annum.

Ref 3: One place per annum.

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