



# 24/7 confidential wellbeing and mental health support for your employees

Proactive wellbeing can help keep your employees mentally resilient and productive. Sometimes the stresses and strains of work and life can be challenging so sharing a problem in confidence can help put things into perspective and improve the mental wellbeing of the individual.

Bupa Employee Assistance Programmes (EAPs) are confidential mental health and wellbeing support services that contribute to your organisation's wellbeing strategy and help satisfy your duty of care as an employer by offering expert support to help individuals take control of their situation. Your employees can call in complete confidence, any time of the day or night, to talk over their concerns with a counsellor. If appropriate, they will be put through to a specialist with the right expertise for their needs. In addition we offer a range of digital tools to support your employees' wellbeing.

Depending on your choice of EAP, our range can provide features such as:

### Supporting emotional wellbeing

- **Telephone counselling** – our service offers immediate around-the-clock support with a qualified counsellor to help manage stress and anxiety and provide practical advice
- **Structured counselling** – our network of affiliate counsellors offer telephone, video calls and face-to-face therapy for a wide range of issues for example relationship issues, bereavement, stress, anxiety and depression
- **Online Cognitive Behavioural Therapy (CBT)** – fast access to a wide range of evidence-based CBT programmes supported by a Bupa counsellor for better outcomes

### Giving practical support

- **Specialist helplines** – a team of specialists to provide guidance in specific areas such as household finances, careers and legal support in situations such as divorce or consumer rights
- **Child and dependant care helpline** – a dedicated support service providing information and assistance on a range of issues relating to caring for children, the elderly and other dependants
- **Health information and advice** – Bupa Anytime HealthLine is a confidential telephone service offering around-the-clock health advice from nurses which can be accessed through the EAP assessment process

From

**£33** billion

is the annual cost of poor mental health to employers<sup>1</sup>.

**84%**  
of managers

accept that employee wellbeing is their responsibility<sup>2</sup>.

**12.5**  
million working days

were lost due to work-related stress, anxiety or depression in 2016/17<sup>3</sup>.

<sup>1</sup>Stevenson/Farmer review on mental health 2017

<sup>2</sup>Business in the community mental health at work report 2017

<sup>3</sup>HSE Work related stress, depression or anxiety statistics in Great Britain 2017

# We can offer you a range of EAP products to suit the needs of your business and employees

## Key EAP

This product puts your employees in touch with a team of qualified counsellors, who are at the end of the phone 24/7 to offer counselling and lifestyle support. Purchase it alongside our health insurance and your employees will also have direct access to our mental health cover if they need treatment, usually without having to see a GP first<sup>^</sup>.

Features	Benefits and limits
<b>24/7 telephone access to BACP (British Association for Counselling and Psychotherapy), UKCP (UK Council for Psychotherapy) or equivalent accredited counsellors</b>	<ul style="list-style-type: none"><li>■ Your employees can get help and support any time of day or night</li><li>■ Limited to one-off counselling unless upgrade is purchased</li></ul>
<b>24/7 telephone access to assessment and guidance service (clinical triage)</b>	<ul style="list-style-type: none"><li>■ Provides a single point of contact for members to mental health support and treatment</li><li>■ Experienced counsellors will make a comprehensive assessment and where appropriate direct members to the most suitable treatment route</li><li>■ If, after their assessment, your employee needs treatment, they will be able to use their mental health benefit to cover the costs, providing they have already purchased this as part of their health insurance policy</li><li>■ Stress counselling available on the initial call if required</li></ul>
<b>Legal and financial helplines</b>	<ul style="list-style-type: none"><li>■ All your employees and their direct family have unlimited access to specialist help and support*</li></ul>
<b>Online access to a range of self-help information and tools</b>	<ul style="list-style-type: none"><li>■ Offers unlimited access to material and tools which can help educate and guide employees to self-manage their condition</li></ul>

## EAP with Bupa health insurance

When Key EAP is purchased to complement Bupa health insurance, this gives your employees direct access to 24/7 telephone assessment and guidance. This means they can access all the mental health benefits, support and treatment available to them under their Bupa health insurance, usually without the need to see a GP first<sup>^</sup>.

For more information contact

 **0345 600 3476** (option 3)  
 **[bupa.co.uk/eap](https://bupa.co.uk/eap)**

We may record or monitor our calls. Lines are open 8am to 6pm, Monday to Friday.

\*The family member must be over 16 and living in the same home address.

<sup>^</sup>Direct Access telephone services are available as long as the symptoms are covered under the policy. If your cover excludes conditions you had before your policy started, we'll ask you to provide evidence from your GP that your symptoms are not pre-existing for a period of up to two years from policy start date (or five years in the case of mental health) before we can refer you to a consultant or therapist through the Direct Access service. Always call us first to check your eligibility.

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