



Your key benefits

At Irish Life Health our aim is to help you take a proactive approach to your health and wellbeing. That's why we offer you smarter ways to stay healthy and get value from your health insurance. Here's a quick overview of some great benefits you have as an Irish Life Health member.



Digital Doctor



- > Free and unlimited face-to-face consultations, with a registered GP.
- > Consultations available by smart phone, tablet, laptop or desktop.
- > Prescription can be faxed directly to your Pharmacy.
- > Referral letter for A&E and a consultant can be issued if required.



Call us to make an appointment
1890 100 048



Call us from abroad
+44 203 858 3892



Save our web app by visiting
www.irishlifehealth.ie/digital-doctor

Unlimited access to Digital Doctor by phone 24/7 and online face-to-face consultations from 8am to 10pm, Monday to Friday, 8am to 8pm on Saturday and 10am to 6pm on Sundays.

Service provided by Medical Solutions.

Back-Up Programme

Gives you expert advice and treatment for acute back and neck pain. Delivered by your own personal 'Back-Up Case Manager', the programme offers a personalised treatment plan, which can include up to eight physiotherapy sessions, for only €50.

Three steps to getting started:

STEP
1

Call the Back-Up Team

STEP
2

We'll check a time that's convenient for you, then book a triage assessment over the phone with a clinical case manager

STEP
3

He or she will assess your case and recommend a personalised treatment plan



Call the Back-Up team
1890 928 998

Service provided by Spectrum Health.

Healthy Minds (Employee Assistance Programme)

- > Counselling and advice when it's needed most.
- > A phone-based counselling programme.
- > Day or night, members can speak to a qualified counsellor in complete confidence.

A whole range of issues can be discussed including:



The professionally trained counsellor will listen and give considered, impartial advice. If the issue is deeper and needs more attention, face-to-face counselling sessions can be arranged if deemed clinically appropriate by your telephone counsellor.

Service provided through Lifeworks by Morneau Shepell. To see if your plan offers EAP, check your Table of Cover. This benefit is only available to members who are 16 years old and over.

Need help?
Just call - 24/7
365 days a year

**1850
718 888**

eap.irishlifehealth.ie

Online Claiming

Claim for your day-to-day, out-patient and personalised package expenses online anytime.



Three simple steps:



Log into your 'Member Area'



Upload your receipt



Submit claim details

Once your claim is approved, it will be paid directly into your bank account within 5 working days.

International Second Opinion

A medical second opinion offering valued guidance when diagnosed with a serious medical condition.

How does International Second Opinion work?



Direct access to a global network of medical experts on

**1800
902 251**

Service provided by MediGuide.

Terms and conditions apply. Data charges may apply to Digital Doctor. For more information visit irishlifehealth.ie.

Irish Life Health dac is regulated by the Central Bank of Ireland.

ILH_50259-19-09