



Introducing our enhanced and refreshed Employee Assistance Programme (EAP)

YOUR PARTNER IN HEALTHCARE COVER

Employee Assistance Programme (EAP)

Back in October last year we provided you with some insight around AXA Health's plans to enhance our Employee Assistance Programme (EAP).

To follow up on this, from 1 April 2025, all PHC clients will have our new EAP included as part of their scheme and will benefit from:

- An increase to 8 sessions (previously 5) for scheduled short-term counselling
- Online best-fit clinician matching based on member preferences and clinical specialism as well as help available via phone, WhatsApp, SMS and live chat
- Access to a team of qualified and registered counsellors and mental health practitioners with a team of approximately 100 clinicians within the client care counselling team and an affiliate network of over 2,500 experts
- Enriched online content supporting mind, body and life, including articles, videos, online workouts and digital health score assessments and guidance
- PHC clients will continue to have access to the new axabesupported.co.uk website. This provides employees with access to support, wherever and whenever, with the addition of Health Score assessments in late May.

When visiting axabesupported.co.uk, employees will be prompted for their company access code, which will be their existing password, the details of which are provided in their membership handbook. Once accessed, they'll use their personal registration details to access the service.

Enriched content and easy access

Our private medical insurance clients and members will see enriched online content supporting mind, body and life. The articles, videos and online workouts shall be available on the axabesupported.co.uk site from 1 April with the addition of digital Health Score assessments in late May.

Our online resources are there for you, your clients and members. The website details appropriate to each member are provided with member welcome and renewal documents. It is also worth highlighting that these sites can be saved to smart phone home screen (as can the besupported.co.uk site), providing convenient, immediate and easy access and help improve members understanding of the products and services available as part of their PHC PMI Policy membership, as well as how to access them when needed. They also hold all the important Private Medical Insurance documentation, such as membership handbooks and directory of hospitals, which can be viewed or downloaded.

Helping your clients to unlock the value of a flourishing workforce

There has never been a more important time to support our mutual clients and their employee's mental health and wellbeing, highlighted by the following statistics from the AXA Health - 2024 UK mind health workplace report:

- 37% of the UK population reported living with a mental health condition such as anxiety or depression
- Only 48% of those living with a mental health condition said they were being looked after by a healthcare professional
- UK workers between the ages of 18 and 24 reported the highest prevalence of current mental health conditions (41%) of any age group.

We all have times when we feel low, anxious or overwhelmed. But with appropriate guidance and support, there are practical ways to ease anxiety, manage stress, lift our mood and sleep better. Early intervention can make a huge difference to our performance at work and to the quality of our lives.

This is at the heart of PHC's purpose and what the embedded Employee Assistance Programme we offer is designed to do. It can support people in crises but more importantly, it's there to help avoid getting to that point.

To find out more, see the summary of service and key enhancements attached or speak to your PHC relationship manager.