

Counselling and Support service

Support for your wellbeing everyday

Health and wellbeing is at the heart of our commitment to our customers, and mental wellbeing is a key part of this.

In the UK:

- 37% of people reported living with a mental health condition such as anxiety or depression.¹
- Only 48% of those living with a mental health condition said they were being looked after by a healthcare professional.¹
- Workers between the ages of 18 and 24 reported the highest prevalence of current mental health conditions (41%) of any age group.¹

Whether you're looking to form habits for a healthier mind and body, or manage life's challenges, we have the tools and resources to help:

- Stay in control of your health, with our extensive library of expert-curated articles, videos, learning modules and online workouts, helping to keep you well in mind, body and life.
- Access any health and wellbeing assessments, coaching programmes and mental health support, available to you as part of your healthcare services.

If you're facing challenges that seem too much to cope with, our Counselling and Support service, including Employee Assistance Programme (EAP), gives you an expert to talk to over the phone or online, 24/7. Whether you're feeling stressed, anxious, or have a financial or legal worry, you can get confidential guidance and support as well as access to short-term counselling (where clinically appropriate).

With everything you need in one place, get the right support to move forward on your wellbeing journey, anytime, anywhere.

¹ AXA Health - 2024 UK mind health workplace report

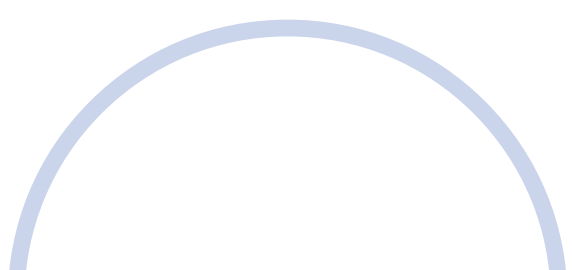


What you get with our Employee Assistance Programme

Daily life can be full of challenges. Some might appear small, and some might seem too much to cope with. If you're stressed, anxious or concerned, our Employee Assistance Programme gives you an expert to talk to, and confidentially share your worries with, to help you get through your problems. From mental health struggles to life management and consumer rights, our services are designed to provide the right guidance and support, whenever it's needed.

- Up to eight face-to-face sessions or remote counselling sessions, where clinically appropriate, following an assessment from our mental health team. Sessions can be delivered in-person by video, phone or through self-guided or coach-led CBT.
- An extensive library of expert-curated content, including articles, videos and webinars, as well as online workouts, keeping you well in mind, body and life.
- Our online Health Score assessments can help you assess your physical and mental health, focussing on three key areas - Mind, Body, Life. You'll get a personalised report with suggestions to help you make small changes to improve your future health, as well as signposting to onward support where appropriate.
- Speak to a mental health practitioner, 24/7 to talk through whatever life throws at you, and to help you find a positive way forward. They'll offer initial emotional support and point you towards the right professional help. Support is available over the phone or through live chat, or request a call back through WhatsApp or SMS, at a time and place that works for you.
- Our LifeManagement™ service can give you practical and impartial support on home and family issues, and guide on where to turn for support on financial or legal matters.

In the event that a clinical assessment shows there is a clinical need for you to see a psychologist, for example, for continued treatment that goes beyond what the EAP can offer, your plan may entitle you to continue this through your private healthcare cover. For this treatment we would accept a referral from the EAP. However, dependent on your level of cover and underwriting terms, we may need to request additional information about your condition from your registered GP. Please call us on **0800 068 7111** or email us at **claims@thephc.co.uk** to check eligibility and discuss your needs. You will need to have another clinical assessment as part of the transfer to your private healthcare cover.



Good to know

This is a completely confidential and impartial service and you and the family members covered on your plan can use it as often as needed. The Counselling and Support service is available to PHC members aged 16 and over only.

For more details on the service, please refer to your Membership Handbook.

How to access

To speak to somebody

Call PHC's dedicated Counselling and Support service on **0800 316 1213**. Please state that you are a PHC member when you call.

To access the online portal

Visit **axabesupported.co.uk** and register by entering your email address, followed by selecting a password. Once you have registered you will be asked to add your first name, surname and access code, Phc. Please note the access code is case sensitive.

If you have previously registered for the site, your login details will remain the same. If you have forgotten your password, select the forgotten password link.