

Employee Assistance Programme (EAP)

Built for today. Ready for tomorrow.

We're excited to be strengthening our Employee Assistance Programme (EAP). We're extending our capability to lead the way on innovating customer-first, digitally enabled solutions that support you and your employees.

Outlined are some of the enhancements, available with our EAP services, which you'll gain from 1 April 2025:

Until 1 April 2025

Online support via the BeSupported website

Simple, fast and confidential access to information on a wide range of work-related and domestic topics, as well as live chat for in-the-moment support.

24/7 EAP helpline and in-the-moment support

Direct access to a team of qualified, accredited and registered counsellors, mental health practitioners, and psychotherapists.

Short-term counselling

Includes face-to-face or telephone counselling.

From 1 April 2025

Online support via the BeSupported website

A digital-first experience, available online, combines rich content and personalisation with integrated, accessible mental health support journeys, including:

- 24/7 helpline via phone, WhatsApp, live chat and SMS
- 24/7 in-the-moment support available directly and via callback
- Online best-fit clinician matching based on member preferences and clinical need
- Online workouts for mind and body
- Health score (online assessment to build health understanding)
- Rich curated content including videos and articles.

24/7 EAP helpline and in-the-moment support

Direct access to a team of qualified, accredited and registered counsellors, mental health practitioners, therapists, psychotherapists, psychologists, and neurodiversity specialists, all available at the end of the telephone.

Short-term counselling

Includes face-to-face, online, telephone and video counselling.

- Supported by a team of over 100 case managers with an extended affiliate network of over 2,350 fully accredited, registered and qualified counsellors and psychotherapists
- Counselling sessions, including video consultations, available seven days a week
- Self-guided and coach-led CBT (SilverCloud Online CBT).

This is a separate benefit to the healthcover and use of the service has no impact on members benefit limits and is available for pre-existing conditions.



From 1 April 2025 (continued)

LifeManagement™

Telephone-based support, from financial worries and legal issues to housing concerns and eldercare, we're here to listen, guide and provide practical support for the various challenges life may pose.

The LifeManagement™ team are available Monday to Thursday 8.15am to 11pm, Friday 8.15am to 8pm and Saturday 8.30am to 4pm.

Manager support

It's more important than ever to ensure managers are well-equipped and feel supported. We're here for their mental health and wellbeing, and to help them feel assured when dealing with challenging, unfamiliar or complex situations.

24/7 health support line

Health-related questions can arise at any time, day or night. Whether an employee can't sleep because of a health worry, wants to find out more about the side-effects of their medication, is worried about a new diagnosis or some upcoming treatment, we're here to help. Just give us a call on **0800 027 1393** to get started.

Our 24/7 health support line includes health professionals and nurses available 24/7, 365 days a year. Pharmacists and midwives are available Monday to Friday, 8am to 8pm, Saturday 8am to 4pm, and Sunday 8am to 12pm.

Additional benefits

- Immediately accessible for all employees and dependants aged 16 and over¹
- Care navigation and signposting to wider support
- Trauma/crisis call front-line team
- Usage insight to guide your strategy

And always support available

With PHC, your members can find a listening ear and a helping hand on their own terms. There aren't time-based targets on our calls, and there's no limit on the number of different challenges or queries an individual can contact the service about. Employees can get up to eight face-to-face counselling sessions.

¹ In the UK, only in-the-moment support is available for dependents. Full service delivery for employees aged 16 and over.



Powered by Spectrum.Life

Founded in 2018 and supporting more than 10 million users, Spectrum.Life shares our commitment to enabling people to better understand and manage their health. We're combining technology and their clinical delivery to our services to bring all our wellbeing support into one place and create an effective, member-first health and wellbeing solution that engages, empowers and inspires your people.

What's next?

We'll be promoting the service from 1 April with updated materials to provide an overview of the services available. For peace of mind:

- Your service phone number will stay the same.
- The current axabesupported.co.uk web address site will remain, ensuring no employee's health journey is interrupted.
- To support demand and avoid interrupted therapy during the transition period, from 17 March our mental health assessments shall be supported by Spectrum.Life and routed where clinically appropriate to onward counselling.

Ready to unwrap the value of health and wellbeing?

For any questions or for more information, contact your scheme administrator. Or, if you're new to PHC, contact us on **01923 770 000** or at **support@thephc.co.uk**.



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