

Your healthy advantage



Individual FAQs

What is an Individual Assistance Programme (IAP)?

An IAP is a confidential benefit designed to help you deal with personal and professional problems that could be affecting your home life or work life, health and general wellbeing. Our helpline is available 24/7, 365 days a year.

Are my calls confidential?

- All calls are confidential between the caller and their counsellor or advisor
- Exceptions can occur only if there is serious risk of harm to the caller or others
- In such circumstances, the counsellor will always seek guidance before breaching confidentiality
- Analytical usage data may be shared with your association (excluding identifying factors)

What services are available?

- Comprehensive telephone helplines available 24/7
- Formal counselling, in the form of either face-to-face or telephone sessions (as applicable)
- Online video counselling and online CBT (as applicable)
- Health and wellbeing portal
- My Healthy Advantage app
- Critical incident support

Is the service restricted to issues dealing with stress?

Health Assured can provide additional support for a variety of personal matters, such as:

- Personal legal information or tax support
- Family issues including childcare and eldercare
- Housing and tenancy concerns
- Bereavement or loss
- Relationships and marital changes
- Medical information

What's included with the critical incident support?

Our trauma trained counsellors focus on solving an immediate and identifiable problem, enabling you to return to your daily routine quicker.

If you require follow-up support, we are able to provide counselling across the UK and Republic of Ireland.

What is the "My Healthy Advantage app" and "Online Portal"?

We understand that the information available needs to be accessible to you, whenever you require it. Our My Healthy Advantage app and Online Portal feature a range of tools available 24/7, including:

- 4 week plans*^
- Mini health checks*^
- Wellbeing videos including BrightTV*^
- Weekly mood trackers*
- Personalised newsfeed*
- Wellbeing articles*^
- Financial assessment calculators^
- Factsheets^
- Medical information^
- And much more

*Available in My Healthy Advantage
^Available on the Online Portal

Free 24 hour confidential helpline:

healthassuredeap.com