



# Help for your employees, whenever they need it

Stress and mental ill-health are two of the most common causes of long term absence in the UK<sup>1</sup>. People are often reluctant to seek the help they need and employers may not be equipped to tackle the issue. Left untreated, mild problems can develop into more serious conditions, and may lead to employees taking days off sick or underperforming at work.

Healthy Minds helps manage mental wellbeing in the work place through a wide range of confidential services. Available on its own or alongside our health schemes, it offers your employees around-the-clock confidential support so they feel reassured.

**Healthy Minds offers all the benefits of our Key Employee Assistance Programme plus enhanced mental wellbeing services designed to fulfil – and exceed – your duty of care to your employees.**

Healthy Minds aims to:

- **Provide expert guidance to your employees:**
  - 24/7 telephone access to our dedicated team of therapists, providing expert emotional and practical support\*
  - access to a team of specialists to provide practical support for money and debt management, legal matters<sup>†</sup> plus parenting and dependent advice and care searches
- **Help improve productivity:**
  - from stress, relationship issues and bereavement to common mental health issues like anxiety and depression, we provide employees with fast access to an in-depth assessment and the most appropriate evidence based support so they can get back on track as quickly as possible
  - through engagement campaigns, employees can be made aware of the support readily available, helping to increase usage and encouraging employees to seek help earlier
- **Provide extra support for your employees:**
  - from partnerships with mental health specialists to online support solutions, your employees will receive early access to assessment, experienced counsellors and evidence-based treatment

\*Support for eligible conditions up to benefit limits.

†Information only services. Legal and financial specialist helplines will only provide factual information and signposting to help you make an informed decision and cannot provide regulated advice which would need to be sourced separately.

<sup>1</sup> CIPD; Annual survey report: Absence management 2016.

<sup>2</sup> Stevenson/Farmer review on mental health 2017.

<sup>3</sup> Business in the community mental health at work report 2017.

<sup>4</sup> HSE Work related stress, depression or anxiety statistics in Great Britain 2017.

From

**£33**  
billion

is the annual cost of poor mental health to employers<sup>2</sup>.

**84%**  
of managers

accept that employee wellbeing is their responsibility<sup>3</sup>.

**12.5**  
million working days

were lost due to work-related stress, anxiety or depression in 2016/17<sup>4</sup>.

# Healthy Minds features at a glance

Benefit	Eligibility
<p><b>Confidential support around-the-clock</b></p> <ul style="list-style-type: none"><li>■ 24/7 telephone access to BACP (British Association for Counselling and Psychotherapy), UKCP (UK Council for Psychotherapy) or equivalent accredited counsellors for immediate emotional support</li><li>■ Stress counselling available on the initial call if required</li><li>■ When appropriate an comprehensive mental health and wellbeing assessment will take place to identify the best pathway for the individual</li></ul>	<ul style="list-style-type: none"><li>■ Access for employee, spouse and dependants over 16 living in the same home address</li><li>■ Short-term therapy, as clinically appropriate per presenting condition during any 12 month period. Usually five, six or eight sessions</li></ul>
<p><b>Where appropriate, access to</b></p> <ul style="list-style-type: none"><li>■ Legal helpline for support with any legal issues like consumer rights or landlord disputes†</li><li>■ Financial helpline for support with debt and money management, specialist finance areas like pensions and tax and general financial wellbeing†</li><li>■ Family advice helpline for expert support with family life†</li><li>■ Child and dependant care search helpline, for help with finding suitable childcare and elderly care</li><li>■ 24/7 health advice from qualified Bupa HealthLine nurses</li><li>■ Short-term counselling therapy either over the telephone or face-to-face as appropriate. This can help with issues like stress, bereavement and other life events and mild to moderate anxiety and depression</li><li>■ Online CBT (Cognitive Behavioural Therapy) programmes supported by a Bupa therapist for issues like anxiety and depression, OCD and eating disorders (further information below)</li><li>■ Emotional Wellbeing Online a digital tool to help manage stress and build resilience as well as improving sleep and mindfulness practice (further information below)</li><li>■ A dedicated web portal full of health and wellbeing information, videos and tools</li></ul>	
<p><b>Help with accessing further support and treatment when required</b></p> <ul style="list-style-type: none"><li>■ Bupa uses evidence based pathways to ensure its Healthy Minds members get the right support and treatment first time</li><li>■ Following the comprehensive mental health and wellbeing assessment which is available 24/7 the outcome of the assessment may be that the Healthy Minds member needs access to support and treatment not covered by the Healthy Minds product benefits, for example face to face cognitive behaviour therapy, EMDR, psychological or psychiatric assessment</li><li>■ The Healthy Minds member will receive an outcome letter detailing the most suitable treatment route so they can confidently have a conversation with healthcare professionals like an NHS or Private GP</li></ul>	<ul style="list-style-type: none"><li>■ Access for employee, spouse and dependants over 16 living in the same home address</li></ul>
<p><b>Emotional Wellbeing Online</b></p> <ul style="list-style-type: none"><li>■ Employees have somewhere they can go for help coping with the demand of day-to-day life. Based on the principles of Cognitive Behavioural Therapy (CBT), Emotional Wellbeing Online brings together quizzes, tips and advice to help them think more positively under pressure and feel more in control. It can be accessed online and via a dedicated mobile app</li></ul>	<ul style="list-style-type: none"><li>■ Access for employee, spouse and dependants over 16 living in the same home address</li><li>■ Accessible for 12 months from employee's registration</li></ul>
<p><b>Computerised Cognitive Behavioural Therapy (cCBT)</b></p> <ul style="list-style-type: none"><li>■ Fast access to a wide range of evidence based online CBT programmes following an online self-assessment</li><li>■ All programmes will be supported by a Bupa therapist to improve outcomes</li><li>■ All programmes are accessible online and via a mobile phone app at any time of the day or night. Available for 12 months from registration</li></ul>	<ul style="list-style-type: none"><li>■ Access for employee, spouse and dependants over 16 living in the same home address</li><li>■ One programme per presenting condition during any 12 month period</li></ul>

†Information only services. Legal and financial specialist helplines will only provide factual information and signposting to help you make an informed decision and cannot provide regulated advice which would need to be sourced separately.

### **Bupa Boost**

- Bupa Boost is a mobile health and wellbeing solution that helps you embed a culture of positive health in your whole workforce. It's an easy way to help your employees engage in their wellbeing and because you have your employee assistance programme with Bupa users can connect with a counsellor at a touch of a button any time of day or night

### **Enhanced engagement and awareness materials for employees**

- We will provide a range of materials to promote awareness of the services available to your employees

### **Comprehensive reporting**

- We will provide you with regular insightful reporting on the utilisation of the service so you understand the mental health and wellbeing of your organisation without breaking user confidentiality and can focus on the right areas

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### **24/7 access via Bupa Healthy Minds team to treatment available under your Bupa Health Scheme**

Healthy Minds can be purchased as a standalone product, but if you purchase alongside a Bupa Health Scheme, you give your employees access to all the eligible mental health benefits available through Healthy Minds and under our Select health insurance and trust schemes.

Our mental health benefits available as part of a health scheme have:

1. No time limits – Our cover no longer has a 'three year chronic rule' for mental health conditions, so we won't leave your employees without support if their condition comes back.
2. Extended cover – We now cover all mental health conditions. The only exceptions are the treatment of dementia and learning difficulties, behavioural and developmental problems.
3. On-going support – We cover on-going support for the monitoring and maintenance of diagnosed eligible mental health conditions, as set out in your employees' policy and certificate.

When Bupa Healthy Minds and Bupa Health Insurance or Trust Scheme are used together, employees can be clinically assessed through Healthy Minds and guided to the most appropriate support and treatment. Whether this is short term counselling or cCBT through Healthy Minds, or passed through to their Bupa Health Insurance or Trust scheme for access to eligible face to face treatment with a therapist, inpatient or day patient care usually without the need to see a GP<sup>^</sup>.

<sup>^</sup>Onward referral via Healthy Minds to eligible mental health support under Bupa Health Insurance and Trust Schemes, is available as long as the symptoms are covered under the policy. If your cover excludes conditions you had before your policy started, we'll ask you to provide evidence from your GP that your symptoms are not pre-existing for a period of up to five years from policy start date in the case of mental health, before we can refer you to a consultant or therapist through your Bupa Health Scheme. Please speak with your Bupa Helpline to check eligibility.

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For more information contact your  
account manager or intermediary adviser or

 **0345 600 3476** (option 3)

 **[bupa.co.uk/mindmatters](https://bupa.co.uk/mindmatters)**

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We may record or monitor our calls. Lines are open 8am to 6pm,  
Monday to Friday.

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