

# Help@hand

from unum

Help@hand provides a quick, simple and effective way to show employees you care about their physical and mental wellbeing, while receiving real business benefits.

Providing five key employee support services accessed through one easy-to-use app, helping you to stand out from the competition.



## Remote GP

Unlimited video consultations with a UK-based GP, including prescriptions and medications delivered directly where needed\*. Each appointment lasts up to 20 minutes and the service aims to provide direct video access to a GP – 24/7, 365 days a year. Also available to an employee’s partner and children\*\*.



## Mental health support

Up to 8 consultations (including initial assessments) per year shared between the employee and their partner. The treatment plan will usually be delivered via video consultation and could include supported online cognitive behavioural therapy modules. If, during a video consultation assessment, the therapist identifies that in person treatment would be the most appropriate route, then this will be offered.

\*illustrative purposes only

\* If an individual requires medication, a referral letter or a private fitnote, they will need to pay for these. They will also need to pay a delivery charge if they opt to have the medication sent to them. The remote GP will go through the options and next steps during the consultation

\*\* Children are eligible up to their 18th birthday, or 24th birthday if in full-time education



## Physiotherapy

Up to 8 consultations (including initial assessments) per year shared between the employee and their partner. The treatment will usually include digitally delivered exercises with ongoing support via video consultation. If during the video consultation assessment, the physio identifies that in person treatment would be the most appropriate route, then this will be offered.



## Medical second opinions

Available either in person or via video consultation with a UK-based private consultant, following a final diagnosis. Employees, their partner and children\*\* have access to 2 consultations per year between them.



## Employee Assistance Programme

Life, financial and wellbeing support. Providing guidance and practical resources including a 24/7 helpline, as well as tools and information to support health and wellbeing.

Employees and their partner have access to EAP services, and children over 18 can access the EAP's confidential helpline and online resources.



## Help@hand is available to your insured employees if:

You are a Unum policyholder with one of the following policies:



Group Income Protection



Executive Income Protection



Sick Pay Insurance

You are a Unum policyholder with one of the following policies and you have 250 or fewer employees:



Group Life



Group Critical Illness

\*\* Children are eligible up to their 18th birthday, or 24th birthday if in full-time education  
Help@hand is a non-contractual benefit which can be withdrawn or changed by Unum at any time. The service does not form part of any Unum insurance policy and there is no additional cost or increase in premium as a result of Unum making this benefit available.

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