

Help@hand

from unum

Help@hand from Unum is a new app-based solution available with our Group Income Protection, Life Insurance and Critical Illness products. It helps businesses manage their sickness absence more effectively by giving their people easy access to remote GPs, second opinions, mental health support, and physiotherapy.

Getting swift access to a GP in or out of work can be difficult. Help@hand aims to provide employees, their partner and eligible children with remote access to UK-based doctors within 2 hours of requesting an appointment – day or night, any time, 365 days a year.

To provide clarity and peace of mind, Help@hand also offers a second opinion from another specialist doctor, following a medical diagnosis by their treating specialist, available face-to-face or by video consultation.

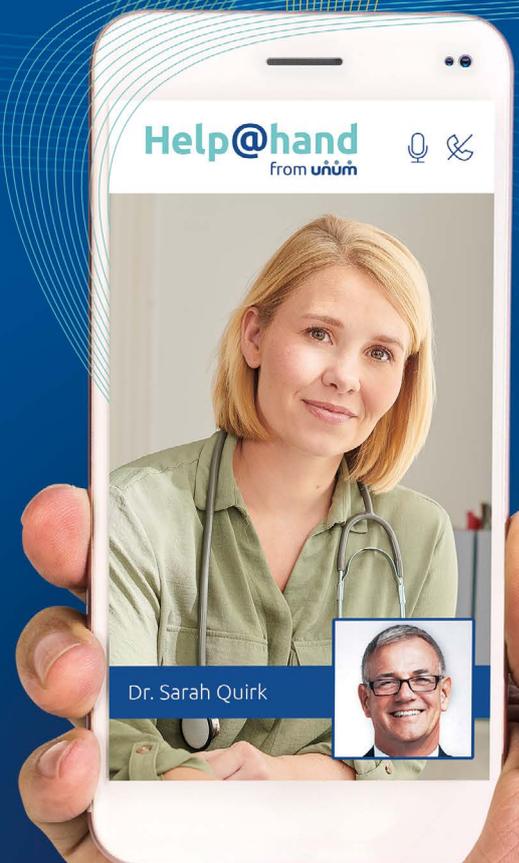
We understand that mental-ill health is a key concern for businesses. That's why Help@hand also provides employees and their partner with face-to-face counselling, or computerised cognitive behavioural therapy (cCBT) based on clinical need following a video consultation assessment by an assigned therapist.

Musculoskeletal injuries are one of the main causes of employee absence¹. Help@hand gives employees and their partner access to a UK-wide network of physiotherapists. Delivered either face-to-face or digitally following a video consultation assessment based on clinical need.

Help@hand is brought to you by Unum and Square Health. Founded by doctors, Square Health has over 20 years of experience within the healthcare sector, with access to over 5,000 medical specialists across the UK.

Unlike other Group Risk insurance providers offering similar services, Help@hand is accessible via one app with the entry point to services through one specialist health provider – ensuring a unique, simple and straightforward user experience.

Help@hand comes with our Group Income Protection policies at no extra cost. And employers even have the option to extend to uninsured employees and those insured by a Unum Life Insurance or Critical Illness policy for an additional charge.



Help@hand features:

- 1. Remote GP** – Aims to provide access to a remote GP within 2 hours of requesting an appointment. Unlimited face-to-face video consultations with a UK-based GP. Available to the employee, their partner and children (up to the age of 18 or 23 if in full-time education). Each consultation lasts up to 20 minutes.
- 2. Second opinion** – Available face-to-face or via video consultation, and provided by a UK-based specialist, following a diagnosis from a treating doctor. 2 consultations available per year shared between the employee, their partner and eligible children.
- 3. Mental health support** – Up to 8 consultations per year (including an initial assessment), shared between the employee and their partner. Based on clinical need following a video consultation assessment, the support is delivered either face-to-face or through supported cCBT with an assigned therapist throughout.
- 4. Physiotherapy** – Up to 8 consultations per year (including an initial assessment), shared between the employee and their partner. Delivered either face-to-face or digitally, based on clinical need following a video consultation assessment.

Help@hand benefits:

- + Early access to a remote GP has the potential to reduce the waiting time for an employee to be seen by a doctor, which may speed up diagnosis, and reduce sickness absence, benefiting both the employee and employer.
- + Provides reassurance for employees and their families by potentially reducing the waiting time to access a specialist for a second opinion, increasing focus at work and reducing absence.
- + Mental ill-health is one of the main reasons for long-term absence². Help@hand offers employees and their partner quick and easy access to mental health support. Up to 8 consultations (including an initial assessment) ensures early intervention to help prevent or reduce absence.
- + Provides access to expert physiotherapy support, which employees and their partner may otherwise have had to pay for. Helps employees and their partner get the support they need to either stay at work or return to work.

2. CIPD & Mind: People managers' guide to mental health - Sept, 2018

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Launching this October

Contact your Unum Consultant for further details

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