

## Service Rule

### **24 Hour Advice and Information Line, including access to the Health e-Hub smartphone app Legal, debt, speak to a counsellor and online resources**

**Plan holder:** For you, your partner and dependent children.

The 24 Hour Advice and Information Line and Health e-Hub smartphone app are provided by Health Assured Ltd.

The telephone service and Health e-Hub app can be used by you, your partner and adult dependent children who are 18 to 24 years old, in full-time education and living with you, this includes children living away from home during term time. There is a scheme number detailed on your online portal that you and your family must use when you call the 24 Hour Advice and Information Line or when you access the Health e-Hub app. The scheme number doesn't identify individual users and any usage statistics given to an employer or organisation paying for this service do not include any personal information.

#### **To access the 24 Hour Advice and Information Line:**

**Phone 0800 092 0987 or 0145 525 5123.**

Available 24 hours a day, 365 days a year. Call charges may apply.

Calls are not recorded. This is a confidential service; the content of your call will only be divulged if you or someone else is at risk of serious harm.

**Please have your scheme number ready when you call.**

#### **To access the Health e-Hub:**

You will need to register to use this service. Please use your 24 Hour Advice and Information Line scheme number, as both your user name and password.

**Visit: [www.healthassuredeap.co.uk](http://www.healthassuredeap.co.uk)**

**Download: Health e-Hub available on iOS and Android**

#### **What's covered...**

- Unlimited use of our confidential telephone service, giving you and your family support from a team of qualified professionals
- Telephone support from a fully trained counsellor on issues such as: stress; anxiety; family problems; bereavement; money management; depression; relationships; problems at work; substance misuse. You can speak to a counsellor on the telephone but as it is a new call each time you won't be able to speak to the same counsellor. There is no element of structured counselling

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- Free telephone legal information from an experienced legal professional on a wide range of issues e.g. consumer disputes; property; motoring; landlord/tenancy; debt; welfare benefits; matrimonial; family; wills and probate
- A sympathetic professional at the end of the phone giving you the time you need to talk about your health and wellbeing. The team of qualified nurses will give you easy to understand expert guidance and information on a wide range of health and lifestyle issues including: medical symptoms and conditions, medical and surgical treatments; hospital tests and procedures; childhood illnesses; caring for the elderly; diet and exercise; reducing alcohol consumption; stopping smoking
- Access to online resources via the Health e-Hub app and wellbeing portal to help overcome life's mental and financial wellbeing challenges. It's the UK's largest library of wellbeing resources, giving you access to videos, guides, webinars, factsheets, self-help programmes, interactive tools and educational resources

### What's not covered...

- Face to face counselling or structured telephone counselling
- Crisis care: this is not an emergency service. At busy times, it may be necessary to take your details and arrange a convenient time for the most appropriate counsellor, legal advisor or health professional to call you back
- Telephone counselling won't be offered if it's clinically inappropriate for the service to take your case e.g. if it would be more beneficial for you to seek long-term counselling or medical care
- Legal advice or information about employment disputes
- Diagnosis of a medical condition or issuing a prescription: the service gives general guidance only and isn't intended to replace your normal personal medical care

If there's anything about these rules that you don't understand please contact our friendly Westfield Health Customer Care Team on **0114 250 2317** and we will be happy to help.

Your service/s are being paid for by the employer/organisation detailed within your welcome communication and online portal. If your relationship with your employer/organisation comes to an end, you will no longer have access to your service/s.

A service may also be cancelled at any time if:

- you are not eligible
- there is use of a service that is fraudulent or that it is intentionally false, and/or misleading
- you or (anyone using a service) acts in a threatening or abusive manner e.g. violent behaviour; verbal abuse; sexual or racial harassment, towards a member of Westfield Health staff or one of our suppliers
- you fail to abide by any of the service rules detailed below

From time to time it may be necessary to amend the rules relating to a service. If any changes are made you will be given reasonable notice, except when it is not possible to do this. For example, changes required by law. If it is intended to completely withdraw a service you will be given reasonable notice.