



PPP HEALTHCARE

Employee Assistance Programme FAQ:

What is an EAP?

EAP stands for Employee Assistance Programme. It is a service offered to employees and managers that provides 24/7 access to telephone and on-line guidance and support.

What things can I get help or advice for?

Information, support and counselling is available for many common aspects of life, including:

- Financial or legal worries
- Consumer rights
- Buying or renting a home
- Family issues
- Challenging situations, emotional help and advice
- Medical concerns
- And much more...

You also have access to the 'be supported' website where you can access a huge range of information on a variety of practical, medical and wellbeing topics.

Who will I speak to?

When you call, you'll speak to a fully-trained telephone Counsellor who can offer guidance and support across a wide variety of subjects. In situations where you might need more specific or practical support we will connect you with our in-house life management consultants.

In some situations, we can also provide face-to-face counselling. This can be arranged through our phone Counsellors. Where appropriate, we offer up to five face-to-face counselling sessions for an employee as part of the service.

Will anyone else know I've called?

No. The service is completely confidential and we won't tell your employer or anyone else that you've called. The very rare exceptions to this are if we think people might be a serious risk to themselves/others or where we are legally obliged to do so.

How does it work?

Simply give us a call on 0800 072 7 072 (UK) or 1800 626 037 (ROI) or visit axabesupported.co.uk. You can call as often as you like - we're here 24/7 to take your call. And you can call about the same issue or different issues.

What happens when I call?

When you call us, you immediately talk to one of our fully trained and qualified team members who will direct you to the most appropriate support for your situation. Talking about the issue you're facing can be the first step to helping you make better sense of your concern or query.

We'll start by asking you a few questions so we understand what information you're looking for and what support you need.

We'll also ask for the name of your employer and some memorable information. This is just so we can keep a note of the organisations people are calling us from and also helps us to access your information quickly. Your call is always completely confidential.

What information does my employer get?

We think it helps employers to know the general kinds of things that their employees are calling about so they can provide more support if needed. Every so often we will provide broad statistics to your employer on the number of people that have called about different types of issues, such as debt. Under no circumstances would any individual employee be identified.

Do you need to know my name?

It's entirely up to you whether you want to give us your name or not. We don't need to know it, but people often tell us our service feels more personal if we can talk using first names.

What if I have any questions?

If you have any questions about the service you can call us on 0800 072 7 072 (UK) or 1800 626 037 (ROI) or visit axabesupported.co.uk for more information.

How do I access the website?

Visit www.axabesupported.co.uk.

User name: mcdonalds

Password: supported