

HealthHero

Employee FAQs

Q What does the service provide?

A The HealthHero Employee Assistance Programme (EAP) is a confidential and independent counselling and information service. The freephone support line gives access to telephone counselling, practical information and guidance for personal and work-related issues. If clinically appropriate, short-term brief therapy counselling, up to a maximum of eight sessions per referral per year, can be arranged for you.

Q How do I access the EAP?

A You can either telephone or book online using the MyHealthHero platform. You can call HealthHero for a chat directly on 0800 015 5630.

Q Who answers my call and where are they based?

A Over 70 employed counsellors manage the 24/7 telephone helpline. HealthHero's in-house telephone counsellors and clinical coordinators operate from their Glasgow-based call centre.

Q What time of day am I able to call the EAP?

A The EAP service is available 24-hours a day, 365 days a year for both counselling and also legal enquiries. Other support, such as money/debt information and guidance, is available Monday to Friday from 8am to 8pm and Saturday 9am to 3pm.

Q When are the busiest times of day for EAP calls?

A Mornings can be a little busier, particularly between 9am to 11am. All calls will be answered but there may be occasions, during peak times, where you have the option to either remain on hold until a clinical team member becomes available or to leave a voicemail to request a call back.

Q What information will be asked for when I first make contact with the service?

A You will be asked for your organisation's name, your name and contact details (which are held securely) and other details to enable us to give your organisation the required general statistical feedback. No personally identifying information is passed back to your organisation. If your call is about counselling issues, you may be asked some standard risk questions for your own safety.

Q What happens if there is no clinical team member free to take a call?

A Should this happen, you will be given an option to either remain on hold until a clinical team member becomes available or to leave a voicemail to request a call back. Alternatively you can access the MyHealthHero platform to book a callback from a counsellor.

Q Is the service voluntary?

A Yes. You are encouraged to seek assistance on a confidential basis by calling HealthHero whenever the need arises. Equally, managers, supervisors and colleagues might encourage someone to call where it is felt that assistance might be of benefit.

Q Is the service confidential?

A Yes, the service is confidential, whether the issue is personal or work-related. No information about individuals or specific problems will go back to the organisation. Confidentiality may only be broken in a situation where you or someone else is in danger.

Q How does counselling help?

A Counselling provides an opportunity to talk to someone in complete confidence. The focus of the sessions may be to work through a particular problem, and the emphasis is on helping you to explore the issue and find your own answers. You will be listened to without judgement.

Talking things through can lead to a sense of relief, of really being heard (perhaps for the first time), and to feeling supported and accepted for who you are. Counselling is unique in that the process is healing in itself.

Q Can I ask for face to face counselling support and automatically receive it?

A It is not possible to automatically refer to counselling without first completing an assessment with a HealthHero counsellor. The initial assessment is important as it is our opportunity to help you identify a suitable goal to work on within a referral to brief therapy.

Q My employer or GP is suggesting I phone the EAP to obtain face to face counselling, will this expedite my referral to counselling?

A The EAP aim to connect you with support quickly. Whether your employer or GP is suggesting you call, or if you simply self-refer, the process will be the same. HealthHero's experienced counsellors will do an initial assessment and advise you following this.

Q Are there any situations that I will not receive help or support?

A HealthHero will always offer in the moment telephone support but there are some occasions that it would not be appropriate to offer contracted counselling. The EAP provision is designed to be a short-term focused service. If it's felt that the clinical needs are more severe, then appropriate signposting to alternative services will be given.

Q Can I still access the service if I leave my organisation?

A If you have been made redundant or have retired, you will be able to access support for 3 months after your leaving date. In the case of leaving the organisation due to resigning or dismissal, you can access support up to your last day. In all instances, if you are already receiving structured counselling through your EAP, we will honour the arrangement and deliver the remaining sessions.

Q What support do HealthHero offer following a bereavement?

A Every bereavement is different because we are all unique. We each have different ways of coping, different support networks etc. A call to the EAP to talk to one of the team about your situation is encouraged as this will identify the support you need. For some, it may be that the EAP single session or perhaps a referral for brief therapy will be helpful. For others, a few counselling sessions may not be enough so in the moment support and signposting to other resources may be more appropriate. Whatever the situation, an initial call can be helpful to start to understand what is needed.

Q What therapies are available to me through the EAP service?

A The support available via the EAP is always short term. You may benefit from either a single session with a counsellor or a referral for up to 8 sessions of brief therapy. Alternatively, you may prefer to use the online CBT resources. The counsellor will help you understand the options available as part of the initial assessment.

Q How can I use the service if I have a speech impediment or hearing difficulty?

A You can download the Relay UK app to call the 24/7 support line and communicate in real time via text. Alternatively, you can book a call through the MyHealthHero platform and request a video call, where you'll be able to send and receive secure messages.

Q Can family members access the service?

A The EAP service is available to you as an employee of an organisation only and not for dependants or family members. The reason for this is there are strict HMRC guidelines for the provision of welfare counselling services.

Q How can the information services help me?

A Often a lack of information or confusing information is part of the problem. Through the practical support line, professionally trained and experienced legal advisors and debt advisors have access to up-to-date directories and databases covering a wide range of subjects.

HealthHero's EAP team can provide information and guidance on:

- Legal matters such as consumer rights, property, landlord/tenant, family and motoring law.
- Money matters, including managing creditors, budgeting and debt management plans.

Q I am interested in talking to a solicitor specialist, do HealthHero provide this service?

A The HealthHero legal support team are all legally trained and can answer general legal queries. Where specialist legal advice is required, you will be signposted to more relevant sources of support.

Legal advisors with a law degree have the experience required to support on a very wide range of legal issues. This service is confidential and is already funded as part of your workplace EAP service so you can talk about any legal issue for guidance and better understanding of the options. The Legal team will not represent you. It will never cost you anything to speak to the legal team about:

- Housing/tenancy
- Wills and probate
- Motoring
- Family law
- Consumer rights

Their service cannot substitute for the legal advice provided by a solicitor and there are occasions where HealthHero will need to signpost you elsewhere.

Q What other support services are available?

A The MyHealthHero online platform provides a comprehensive library of valuable information. This includes resources and articles of support on health and wellbeing, and webinars on a range of topics. In addition, you are able to digitally book an initial call with a counsellor, complete a manager referral (always with client consent) and use a range of self-care content, exercises and tools. Self-referral to online CBT “Living Life to the Full” is a fully digital self-guided programme that employees can access via the MyHealthHero platform. This allows each person to take control of a wide range of issues and use the tools and guidance within the platform at their own pace.

Q How do I access the MyHealthHero platform

A Please visit my.healthhero.com. You will be guided to create your own personal account and for this you will need the activation and registration codes provided by your employer.

Q Am I able to call the EAP if I am on holiday abroad or travelling overseas?

A Yes. You are still able to speak with a member of the HealthHero team if you are temporarily outside of Great Britain, Northern Ireland, the Channel Islands or the Isle of Man. An alternative telephone number is in place for overseas callers of +44 (0) 204 615 1375. Calls to this number from an overseas location are not free of charge from a landline or mobile.

Need this in a different format? Please get in touch if you'd prefer this Frequently Asked Questions document (**GR02324**) in large print, braille, or as audio.

How to contact Aviva

📞 0800 068 6800

@ contactus@aviva.com

Calls may be monitored and will be recorded.

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