

Why use the Health Matters Assistance Programme ?

Traditional EAPs (Employee Assistance Programmes) have tended to focus on problems and negative issues, reacting to events and only ever supporting those who are already affected, cannot cope, who are absent, and whose relationships and productivity at work are impacted. This leads to the perception of an EAP being a service that they hope they never have to use.

Through the Health Matters Assistance Programme (HMAP), our service propositions offer positive, proactive and integrated wellbeing solutions, including a service that provides early intervention and engages with employees in all aspects of their lives, both through the good times and the bad. This enables HMAP and the employee to manage situations before they escalate into something more problematic and fosters the understanding that HMAP is a valuable partner, whilst at the same time, supporting managers and the organisation as a whole.

Who operates the Health Matters Assistance Programme ?

The HMAP is a branded service specific to Health Matters (UK) Ltd. Health Matters are one of the UK's most respected independent specialist Employee Health & Wellbeing Consultants. Health Matters represents the platform to the HMAP providing professional account management, consultation and supporting administration, and is there to ensure that everything runs smoothly.

The core service of the HMAP being the actual advice, information, resource and counselling services are fully underwritten by PPC Worldwide. PPC is the leading global provider of Employee Assistance Programmes (EAP), work-life, wellbeing and personal development services. PPC is part of OptumHealth Inc., a UnitedHealth Group company.

What options of cover does the Health Matters Assistance Programme offer ?

There are currently four HMAP options of cover available to you. All of the options are inclusive of our account management services at no extra cost. All of the options come with promotional materials such as leaflets, posters, bulletins, media presentation, handbooks, factsheets, self-help programmes as well as online supports.

Option One – Entry Level HMAP (excludes face to face counselling*)

- HMAP Online Service
- Telephone general information/signposting
- Triage Telephone counselling
- Management consultation support line
- Specialist telephone services – legal advice
- Specialist telephone services – financial advice
- Specialist telephone services – debt counselling
- Medical helpline staffed by NHS trained nurses

*Ad-hoc face to face counselling on a fee-for-service basis

Option Two – Mid level HMAP (4)

HMAP Online Service
Telephone general information/signposting
Telephone counselling
Management consultation support line
Telephone support for dispute resolution
Specialist telephone services – legal advice
Specialist telephone services – financial advice
Specialist telephone services – debt counselling
Triage telephone counselling
Formal telephone counselling (4 sessions)
Face to face counselling (4 sessions)
Online cognitive behavioural therapy (CBT) including 5 telephone support sessions
Trauma support and advice line
Medical helpline staffed by NHS trained nurses

Option Three – Mid level HMAP (6)

HMAP Online Service
Telephone general information/signposting
Telephone counselling
Management consultation support line
Telephone support for dispute resolution
Specialist telephone services – legal advice
Specialist telephone services – financial advice
Specialist telephone services – debt counselling
Triage telephone counselling
Formal telephone counselling (6 sessions)
Face to face counselling (6 sessions)
Online cognitive behavioural therapy (CBT) including 5 telephone support sessions
Trauma support and advice line
Medical helpline staffed by NHS trained nurses

Option Four – Premium level HMAP (8)

HMAP Online Service
Telephone general information/signposting
Telephone counselling
Management consultation support line
Telephone support for dispute resolution
Specialist telephone services – legal advice
Specialist telephone services – financial advice
Specialist telephone services – debt counselling
Triage telephone counselling
Formal telephone counselling (8 sessions)
Face to face counselling (8 sessions)
Face to face CBT (8 sessions)
Online cognitive behavioural therapy (CBT) including 5 telephone support sessions
Formal telephone CBT (8 sessions)
Trauma support and advice line
Medical helpline by NHS trained nurses

HMAP quotations are available to any of the above options upon request.

How do I contact Health Matters (UK) Ltd if I'm interested in setting up the HMAP service ?

You can contact us in writing, by email, by fax or by telephone (Freephone):

In writing

Health Matters UK) Limited
Four, The Cobalt Centre
Siskin Parkway East
Middlemarch Business Park
Coventry, Warwickshire
CV3 4PE

By email

service@health-matters.co.uk

By telephone

Freephone 0800 988 0085

Main Switchboard 024 7651 6080

By fax

024 7630 5316

