Stress and poor mental health are the two most common causes of long-term absence in the UK.¹ So, we want to help businesses take positive action. That way workforces can remain healthy in mind as well as body.

Challenging the stigma of poor mental health in the workplace

The ‘culture of silence’ surrounding poor mental health can mean employees are reluctant to seek the help they need. By encouraging open communication and offering easy access to support, you can demonstrate that your employees’ mental health is a priority – and help reduce its impact on your business.

Helping you support your team’s mental health and wellbeing

Our Mind Matters products and services can help you manage employee mental wellbeing and support a happier, healthier and more productive workforce.

Depending on your needs and preferences, our products and services can offer a variety of benefits:

Helping improve productivity

- Fast access to the most appropriate care to get employees feeling back on track as quickly as possible.
- Employee engagement campaigns designed to increase awareness and encourage them to seek help earlier.

Supporting your employees

- Lots of ways to access confidential help, so employees can choose the support that best suits their condition and lifestyle.

15.4 million working days

were lost due to work-related stress, anxiety or depression in 2017.²

¹CIPD: Wellbeing at work report 2019
Support when your employees need it.
With an emphasis on assessment, guidance and early access to confidential support, our Mind Matters range of products and services can offer a variety of features.

**Nationwide therapist network**
Access to a team of over 5,011 therapists and psychologists. Correct as at 31 January 2019.

**Personal care co-ordinator**
Available for more complex cases, our care co-ordinators will provide support throughout the treatment journey.

**Early assessment and guidance (clinical triage)**
A therapist will assess needs quickly and ensure access to the most appropriate care, right away.

**24/7 telephone access to support**
A team of dedicated clinicians is on hand to talk about any problem at any time of the day or night. And if appropriate, they’ll be put through to a specialist with expertise in a particular area.

**Online Cognitive Behavioural Therapy (CBT)**
Access to online CBT programmes supported by a Bupa therapist.

**Emotional Wellbeing Online**
Now employees have somewhere they can go to for help coping with the demands of day-to-day life. Based on the principles of CBT, Emotional Wellbeing Online brings together quizzes, tips and advice to help employees think more positively under pressure and feel more in control.
Mind Matters products at a glance.
You can choose as little or as many Mind Matters products to complement your wellbeing strategy, depending on what you think will work best for your business.

Employee Assistance Programmes (EAPs)
These confidential support programmes are designed to help your employees take control of their mental health and wellbeing, giving them direct access to 24/7 telephone advice, guidance and support.

There are two levels of EAP available:

Key EAP
Wellbeing support and guidance over the telephone for your employees on both work and lifestyle concerns.

Healthy Minds
All of the benefits of our Key EAP, plus telephone or face-to-face structured counselling or online CBT programmes supported by a Bupa counsellor and access to Emotional Wellbeing Online.

Other ways we can support you

Resilience training
On-site workshops, plus educational webinars can be arranged for employees, which focus on helping them to identify and prevent workplace mental health conditions.

Critical incident and redundancy support
Support from trained counsellors for traumatic or stressful events in the workplace.
Bupa health cover.
Our mental health benefits available as part of a health scheme have:

**No time limits**

Our cover no longer has a ‘three year chronic rule’ for mental health conditions, so we won’t leave your employees without support if their condition comes back.

**Extended cover**

We now cover all mental health conditions. The only exceptions are the treatment of dementia and learning difficulties, behavioural and developmental problems.

**Ongoing support**

We cover ongoing support for the monitoring and maintenance of diagnosed eligible mental health conditions, as set out in your employees’ policy and certificate.

You can also choose to opt-in to our Direct Access service for mental health support. That means employees who are worried or have stress, anxiety or other mental health concerns can call their usual service helpline, usually without the need to see a GP first†. Employees can book a telephone consultation with one of our counsellors and access support or treatment directly.

**Note:** Standard exclusions for pre-existing, special and moratorium conditions, and benefit limits for out, in- and day-patient mental health treatment continue to apply. For full details please refer to your guide and certificate.

For more information, contact your Bupa account manager or intermediary partner

**0345 303 0830**

bupa.co.uk/mindmatters

We may record or monitor our calls. Lines are open 8am to 6pm Monday to Friday.

†Direct Access telephone services are available as long as the symptoms are covered under the policy. If your cover excludes conditions you had before your policy started, we’ll ask you to provide evidence from your GP that your symptoms are not pre-existing for a period of up to two years from policy start date (or five years in the case of mental health) before we can refer you to a consultant or therapist through the Direct Access service. Always call us first to check your eligibility. Employees must always call us first to check they’re eligible. Some Direct Access services are available on an opt-in basis and incur additional claims costs.

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