

Employee assistance programmes.  
Better for business



# Build a more resilient workforce with EAP

**Home life, work and world changes** – these can all bring new stresses and strains. Giving people a way to talk about how they're feeling can help relieve pressure and improve their mindset.

With an employee assistance programme (EAP), we'll provide them with 24/7 wellbeing and mental health support to help address issues early.

# How an EAP can help your business



## Reduce absences

By catching problems early, employees are less likely to need time off.



## Shape your strategy

Discover common mental health problems to address in your wellbeing strategy.



## Increase productivity

Practical advice helps people manage problems so they're healthier for longer.



## Boost team morale

Show your people that you're an employer of choice who understands wellbeing.

## What employee support comes with an EAP?

Depending on your choice of EAP, it could include:

### Support for emotional wellbeing

- **24/7 phone counselling**  
Immediate support and advice from a qualified counsellor to help manage stress and anxiety. No appointment needed.
- **Structured therapy**  
Multiple, planned sessions with an affiliate counsellor, available face to face, by phone or video. Helping with issues such as relationship troubles, bereavement and depression.
- **Online cognitive behavioural therapy (CBT)**  
App-based support helping employees recognise negative patterns in how they think or behave and how to change them. Always supported by a Bupa counsellor for better outcomes.

### Practical advice from experts

- **Manager support line**  
Managers can call us for practical guidance on what to say and what not to say, so they can have the right conversations with your people.
- **Specialist helplines**  
Guidance on specific life issues, such as household finances, careers and legal support in situations such as divorce or consumer rights.
- **Child and dependant care helpline**  
Information and assistance on issues relating to caring for children, the elderly and other dependants.
- **24/7 Anytime HealthLine**  
Employees can get around-the-clock, confidential health information and advice.

# Choose an EAP for your people

What's included?	Key EAP	Key EAP+	Healthy Minds
24/7 mental wellbeing helpline	✓	✓	✓
Initial clinical assessment by phone	✓	✓	✓
Counselling by phone	Add on	✓	✓
Counselling by video call or face to face	x	x	✓
Legal helpline	✓	✓	✓
Financial helpline	✓	✓	✓
Child and dependant care helpline	x	x	✓
Manager helpline	x	x	✓
24/7 Anytime HealthLine	x	x	✓
Online cognitive behaviour therapy provided by SilverCloud Health supported by a therapist	x	Add on	✓
Online mental wellbeing programmes provided by SilverCloud Health	x	x	✓
EAP online for self-help information and advice	✓	✓	✓
The Bupa health and wellbeing app	x	x	Add on

## Seamless treatment with Bupa health insurance and Healthy Minds

If your business has health insurance and Healthy Minds, your people have a quicker route to early intervention if they have a mental health concern. If a counsellor thinks an employee needs more treatment, we can refer them through their health insurance. Seamless.

By going through EAP first, over half of mental health claims via insurance are prevented.<sup>2</sup>

<sup>2</sup>Internal data - 56% of Health Insurance claims were prevented in 2022

**Want to know more about EAP?**  
**Call your account manager**  
**0345 600 3476 Option 3**  
**[bupa.co.uk/eap](https://bupa.co.uk/eap)**

Lines are open 8am to 6pm, Monday to Friday. Calls may be recorded and to maintain the quality of our service we may monitor some calls, always respecting the confidentiality of the call.

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