



Employee Assistance Programme

Global Insurance | EAP



Help improve resilience and productivity

The Employee Assistance Programme (EAP) is a confidential, multilingual counselling service available to globally mobile populations and their qualifying dependants.

With 24/7 assistance, EAP aims to help provide support for addressing a wide range of everyday challenges – from managing small, unexpected moments to tackling more serious problems.

What services are included

This service includes specialists trained in providing assistance for people experiencing mental health issues or emotional distress. For those who need a different, more focused approach, an EAP specialist can make a referral or recommendation for experts in a relevant field of care. These professionals are sensitive to gender, language and cultural requirements.

EAP results

93%
say EAP helped them¹

80%
of issues resolved
within EAP¹

41%
decrease in days absent²

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Counselling topics can include:

- Mental health issues such as depression, anxiety or stress
- Work-life balance and employee burnout
- Loneliness, cultural challenges and culture shock
- Workplace conflicts or concerns
- Relationships, parenting and family issues
- Substance use and recovery
- Financial and legal issues
- Mental and emotional health support as it relates to chronic and complex medical conditions
- Caretaker concerns

Access to services

EAP services are conveniently and seamlessly provided through:



Phone – with 24/7 access, specialists can help identify the nature of an issue and the appropriate resources to address it

U.S.: **+1 877.510.9664**

International: **+44 1865.397.074**



By app – download the Optum My Wellbeing app. Once registered, click “Contact your EAP”



For more information



Contact UnitedHealthcare Global

call **+44 (0) 20.3907.4922**

email group.sales@uhcglobal.com / uhcglobal.eu

Sources

¹ Optum International Satisfaction Data & Analysis report with February 2023 end month, Issue Management and US EAP FUSS Satisfaction Survey Customer Report - Section III 1/1/23-2/28/23.

² International Satisfaction Data & Analysis report and US EAP FUSS Outcome Report, 1/1/23-3/13/23.

³ IBID.

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