

# Mental health pathway



The foundation of Zurich's Group Income Protection claims and rehabilitation model is proactive and robust customer pathways that support employee health from the earliest stage.

Mental health qualified team



Rehab access clinic



Presenteeism support



Mental health focused resources



Employee Assistance Programme



Added value services



## Step 1

Call your Dedicated Case Manager.

## Step 2

Your Dedicated Case Manager will identify the appropriate support we can provide.

## Step 3

Our claims and rehab teams will work closely with all involved parties to deliver the best course of action.



# Mental health pathway



The foundation of Zurich's Group Income Protection claims and rehabilitation model is proactive and robust customer pathways that support employee health from the earliest stage.

Mental health qualified team



Rehab access clinic



Presenteeism support



Mental health focused resources



Employee Assistance Programme



Added value services



## Mental health qualified team

Our Rehabilitation Team members are all medically qualified and vocationally skilled with extended scope qualifications which are focused on mental health. The team boasts fully-qualified mental health nurses, a qualified Mediator, Mental Health First Aid Trainers, skilled in difficult conversations and trained in Cognitive Behavioural Therapy within the workplace.

Our team have extensive experience in the complex area of employee mental health, as well as maintaining wellbeing in the workplace. We are on hand to offer practical guidance and advice at any stage, whether it be presenteeism or the very early days of absence through to longer term absence and a sustainable return to work.

For any mental health related concerns, the earlier we are involved, the better the outcome can be. It's really important that you get in touch with your Dedicated Case Manager as soon as there is a potential for absence, ideally by week four, so that we can provide the best possible support.



# Mental health pathway



The foundation of Zurich's Group Income Protection claims and rehabilitation model is proactive and robust customer pathways that support employee health from the earliest stage.

Mental health qualified team



Rehab access clinic



Presenteeism support



Mental health focused resources



Employee Assistance Programme



Added value services



## Rehab access clinic

Our Rehab Access Clinic offers exclusive support for HR personnel. It is a direct route to a qualified Rehabilitation consultant for guidance on employee health and wellbeing. Examples of the support and advice the clinic has to offer:

- Direct access to a medically qualified rehab professional for tailored guidance.
- Support with presenteeism cases (i.e. working whilst ill).
- Guidance on when to engage Occupational Health and how to get the best out of this service.
- Guidance relating to subjective medical conditions, such as Long Covid.

This clinic does not replace the valuable support provided by our Dedicated Case Managers who you should speak to if you need to report an employee absence.



# Mental health pathway



The foundation of Zurich's Group Income Protection claims and rehabilitation model is proactive and robust customer pathways that support employee health from the earliest stage.

Mental health qualified team



Rehab access clinic



Presenteeism support



Mental health focused resources



Employee Assistance Programme



Added value services



## Presenteeism support

Presenteeism is a term used to describe an individual who is working whilst unwell and we appreciate how challenging this can be. The impact on productivity and staff morale can be significant.

As leaders in presenteeism support since 2016, our expertise means that we can provide support and guidance, even before an absence begins, to help support a return to optimal health, preventing an absence from occurring.



# Mental health pathway



The foundation of Zurich's Group Income Protection claims and rehabilitation model is proactive and robust customer pathways that support employee health from the earliest stage.

Mental health qualified team



Rehab access clinic



Presenteeism support



Mental health focused resources



Employee Assistance Programme



Added value services



## Mental health focused resources

We seek to support and educate our customers on mental health issues so they're better prepared to help their staff and are more able to manage mental ill health effectively within the workplace, mitigating long-term absences. We listen to our customers and developed our workshops calendar with their needs in mind. Our free online workshops are exclusive to people managers and HR personnel – covering a wide range of mental health topics in the workplace such as:

Legislation and mental wellbeing in the workplace.

Performance management.

Talking Taboos: suicide.

Occupational Burnout.

We also offer Mental Health First Aid (MHFA) training.

View our full training calendar [here](#)

Our website also provides access to a wealth of information on mental health, including pre-recorded webinars, podcasts, useful fact sheets, toolkits and guides.



# Mental health pathway



The foundation of Zurich's Group Income Protection claims and rehabilitation model is proactive and robust customer pathways that support employee health from the earliest stage.

Mental health qualified team



Rehab access clinic



Presenteeism support



Mental health focused resources



Employee Assistance Programme



Added value services



## Employee Assistance Programme

In addition to the comprehensive Mental Health support we provide, our customers\* have access to an extensive EAP service through Health Assured Limited, including:

- Up to 8 face to face, telephone or online counselling sessions.
- Unlimited access to 24/7 confidential helpline.
- Legal information services including debt & financial information.
- 24/7 crisis assistance support.
- Family advice line on topics such as childcare and eldercare.
- Access to a range of health and wellbeing webinars.

The My Healthy Advantage health and wellbeing app

The Thrive mental health wellbeing app

\* Customers who don't currently have access to the service will be provided with access from their next policy review (rate re-test) date.

The Employee Assistance Programme does not form part of Zurich's insurance contract. Access to it is provided as an added service, for eligible customers, that can be amended or withdrawn at any time.



# Mental health pathway



The foundation of Zurich's Group Income Protection claims and rehabilitation model is proactive and robust customer pathways that support employee health from the earliest stage.

Mental health qualified team



Rehab access clinic



Presenteeism support



Mental health focused resources



Employee Assistance Programme



Added value services



## Added value services

Customers\* have access to our ZGP24 service, which provides unlimited GP appointments and a second medical opinion service. The service is provided by HealthHero.

### Virtual GP

Free to access.

24/7 unlimited access to practising GPs.

Available to members and their immediate family/dependants at the same household.

Book consultations 24/7, day and night.

Arrange private prescriptions, fit notes and open referral letters.

GPs can arrange private prescription for collection from a pharmacy or delivery to any UK address.

Translation service for up to 200 languages.

### Second Medical Opinion

Free to access.

Face-to-face, telephone or video consultations with a specialist consultant.

Access to an experienced specialist with relevant experience in the appropriate specialty.

Network of clinical specialists across the UK.

Provide peace of mind about a diagnosis.

HealthHero are one of the most-experienced providers of private GP services in the UK and Republic of Ireland.

\*Customers who don't currently have access to the ZGP24 service will be provided with access from their next policy review (rate re-test) date.

The ZGP service does not form part of Zurich's insurance contract. Access to it is provided as an added service, for eligible customers, that can be amended or withdrawn at any time.

