



Built for today, ready for tomorrow.

Employee Assistance Programme



We're here for all life's challenges

No two people are the same, and neither are the challenges they face. From the day-to-day struggles of the modern world to significant life events that affect us all, everyone needs somewhere to turn for reassurance when things get too much.

Meeting the complex needs of a diverse workforce needs a fresh, personal approach – an Employee Assistance Programme (EAP) that supports whole health, empowers people to make positive changes and complements their lives today.



The right support, now and in the future

Combining a digital-first approach with access to qualified clinical experts, AXA Health's EAP supports your people wherever they are and whenever they need it. Accessible online and via the AXA Health app, you can be there for your employees in each of the three wellbeing pillars – Mind, Body and Life.

Providing employees with the right support, both in and out of work, can make a world of difference. It can help you tackle inequalities and build a healthier, more inclusive workforce where every employee feels seen, valued and able to flourish.

Mind



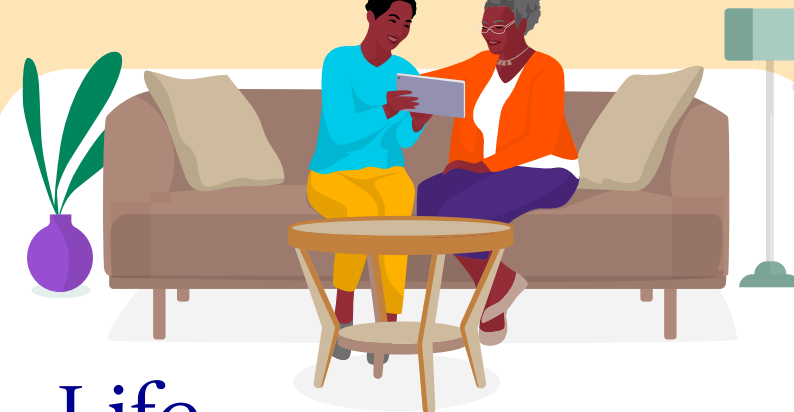
From cutting-edge online guidance to quality one-to-one clinical care, our EAP makes your people's mental wellbeing a priority.

Body



From nutrition and fitness to rehabilitation and recovery, we understand the relationship between mind and body, and how important it is when it comes to supporting positive change and healthy habits.

Life



Our EAP also focuses on prevention and self-care. From helping people form healthy habits to offering them guidance with their finances or legal issues, we're here with support for all life's stresses.

¹AXA Health 2024 UK mind health workplace report - AXA Mind Health Study was conducted between 15 October and 15 November 2023 in 16 countries among representative samples of the population aged 18–75 in each country (1,000 in each)



Help to navigate all life's twists and turns

Through their EAP, your people can get confidential, impartial support supplied by experts. From mental health struggles to life management and consumer rights, they'll gain the right guidance and support, whenever it's needed.

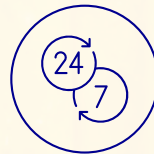
Support without limits

We're here to help your people find a listening ear and a helping hand on their own terms. We don't have time-based targets or limits for the number of different challenges your people can contact our service about.

AXA Health's EAP is powered by Spectrum.Life



**Personal, accessible
round-the-clock support**



24/7 EAP helpline



**Mental health
assessment**



**In-the-moment
support**



**Short-term
counselling**



**24/7 health
support line**



**Manager support
and referrals**



Life Management



Personal, accessible round-the-clock support

Online or via our app, your people have fast access to the right expert-led help, alongside a wealth of other wellbeing support to encourage and enable year-round engagement.

- ✓ An extensive library of expert curated content, including bitesize videos, articles and learning modules.
- ✓ Workouts for mind and body.
- ✓ Digital Health Score assessment, helping build health understanding.
- ✓ Dedicated manager-focused resources.
- ✓ Personalised recommendations and dashboards.
- ✓ Online access to expert support via WhatsApp, call back, live chat and SMS.
- ✓ Online booking and best-fit clinician matching, based on member preferencing and clinical need.

The AXA Health app and online wellbeing support are available to all employees of AXA Health clients with a corporate private medical plan or health trust, a standalone EAP service, or wellbeing programme. Elements unique to EAP customers, such as online booking, will only display to EAP customers.

Health Score assessments

Offering employees a fast way to get the answers they need, our Health Score assessment evaluates their levels of physical and mental health, and combines with personalised recommendations and next-step guidance. This could include a relevant e-learning course, suggestions for simple lifestyle changes, or signposting to more dedicated support.

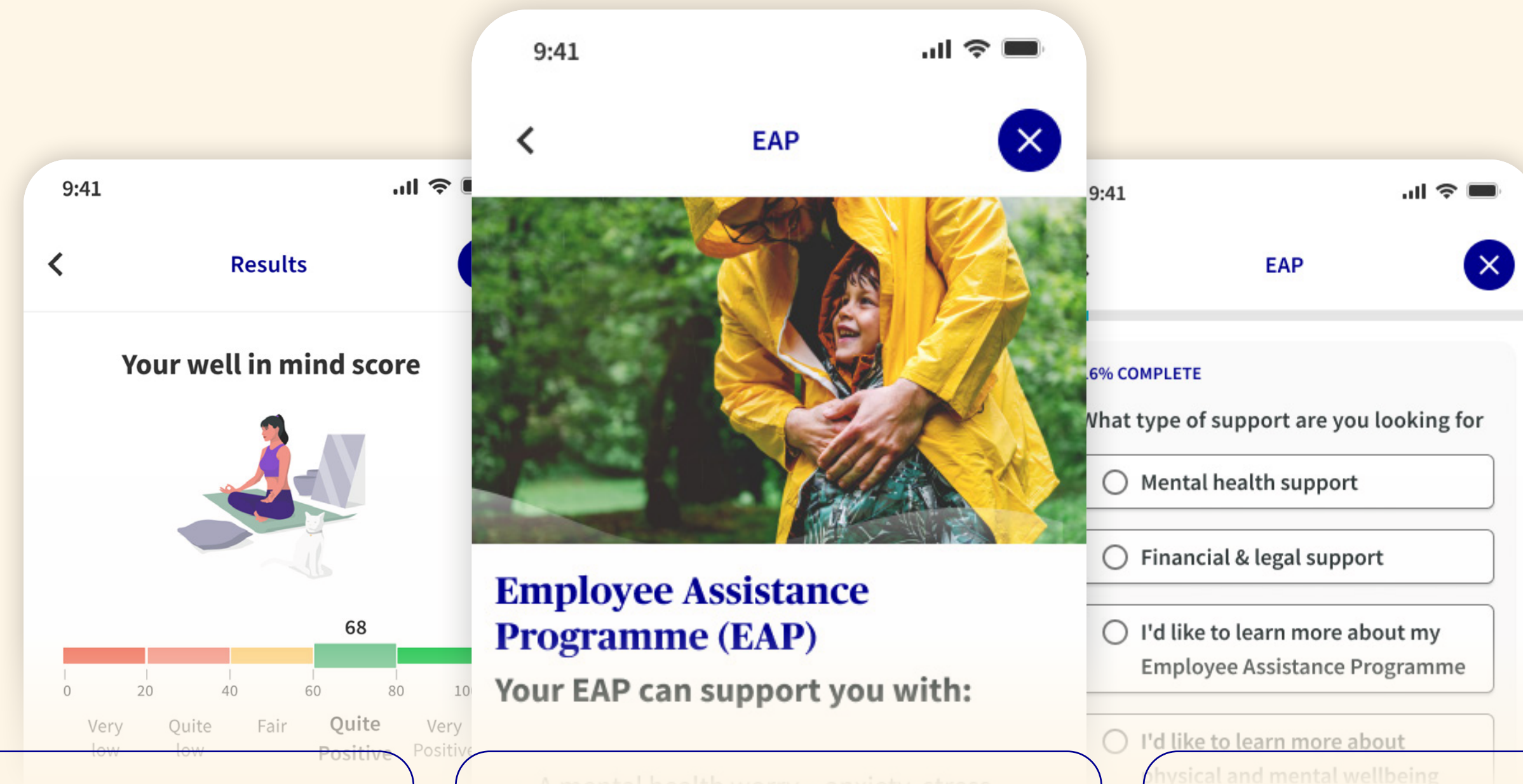
Trusted content

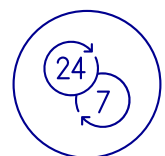
From nutrition and exercise to mental health and better sleep, we've checked and approved every piece of expert-curated content to ensure it offers guidance that your people can trust.

Accessible, digital mental health support

When booking online, your employees will have the option to outline their preferences and needs, so they can be offered a more personal experience with best-match guided support.

Members loved the experience from booking through to receiving support (NPS +88). 93% would recommend the service.¹





24/7 EAP helpline

Here to listen

Some problems are easier to work through than others. And when it comes to mental health concerns like low mood, anxiety, stress or burnout, it can make all the difference to have someone to talk to.

Your people can speak to a fully qualified counsellor or mental health practitioner by phone, live chat, SMS or WhatsApp – 24 hours a day, 365 days a year. They'll identify challenges and get employees to the right onward support as soon as possible.

- Direct, confidential and unlimited access online or via a freephone telephone number.
- Access to onward support when it's needed. This includes one-off support calls, a mental health assessment and, if appropriate and where with EAP Premier, short-term counselling led by a mental health practitioner.

Typical problems that we help with include:

- Bereavement
- Debt
- Alcohol and drug abuse
- Violence
- Stress
- Illness
- Relationships
- Work-related issues.

98%

of those engaging with the EAP service would rate their experience as 'good' or 'very good'¹

¹Customer Satisfaction Data, Spectrum.Life, May 2024.





Mental health assessment

The right support, at the right time

Our EAP makes mental health support more accessible for your employees, 16 and over. No matter their entry-point, every employee's care is informed by a number of measures, including the CORE-10 system, where appropriate. So, whether they're exploring common mental health challenges or getting help to manage a crisis, your employees will be directed to the right expert support according to their needs.

Qualified, experienced mental health practitioners and counsellors are available online and over the phone. They'll work with employees to:

- gain an understanding of their mental health challenges or difficulties
- conduct a mental health state and risk assessment
- outline any available treatments, where applicable and clinically appropriate
- help them make an informed choice regarding their treatment.

¹Clinical Outcomes Data, Spectrum.Life, May 2024.

Case consultant review

A team of clinical consultants closely manages cases all the way through to discharge, ensuring employees with high risks are cared for and that they receive clinically appropriate treatment.

For those with EAP Premier, difficult cases can be escalated to senior clinicians and psychologists, who will support those who need extra support. The treating mental health practitioner or counsellor can consult at any time to discuss any aspect of the case, such as a change in clinical status.

93%

reduction in the number of those in the severe and moderately severe distress categories after support informed by CORE-10¹



An innovative, digital-first approach

An employee can book online and be guided to the right support using best-fit clinician matching, based on an employee's preferences and clinical needs.

This advanced connector powers a more personal experience and helps individuals to see the right clinician, at the right time. This can lead to better outcomes and an overall better experience for your people.



In-the-moment support

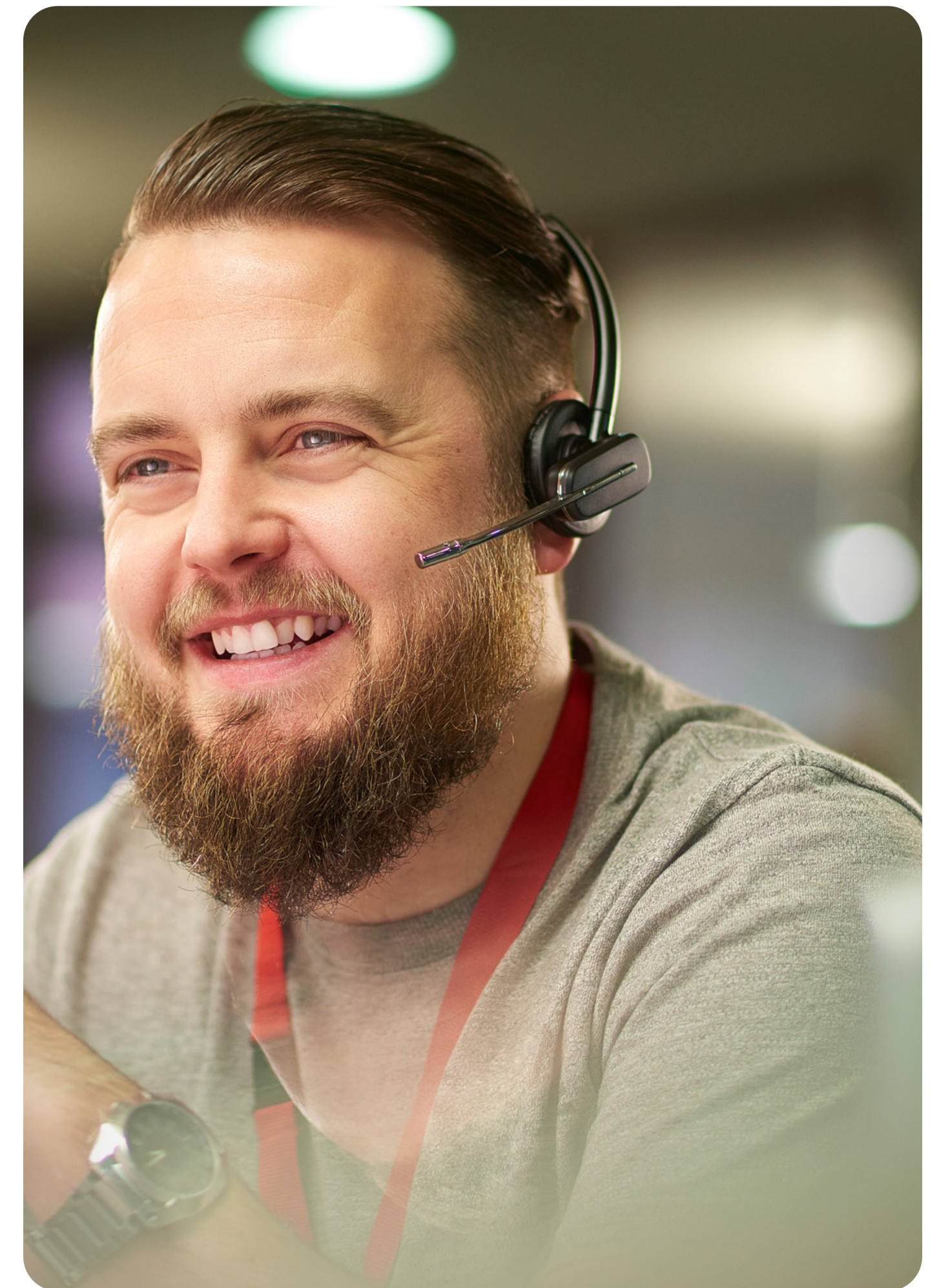
Unlimited support, there and then

Some common mental health challenges are better dealt with there and then. Our service offers 24/7 in-the-moment clinical support, where appropriate, for those who need to discuss a concern or an issue right away. Delivered by fully accredited, registered and qualified mental health practitioners or counsellors, this service offers employees immediate, thorough support.

It's available 24/7 – both directly and by arranging a call back – and can include follow-up sessions and onward referrals where necessary.

99%

would recommend the EAP service to family and friends.¹



¹Clinical Satisfaction Data, Spectrum.Life, May 2024.



Short-term counselling

The guidance they need, when they need it

When scheduled counselling is what's needed, our short-term counselling service makes it easy for people to access the right support. Based on an assessment of their requirements, your employee will be steered towards the right level of help at the right time.

Employees can speak in confidence to experienced counsellors and mental health practitioners for friendly, non-judgemental support and information. Short-term counselling can be delivered in-person, by video or over the phone.

These scheduled counselling sessions are only accessible through EAP Premier and you can choose between 5, 6 and 8 session models to match your offering to the needs of your business. And because, from time to time, employees may experience more than one challenge, we never limit the support they receive to one individual concern.

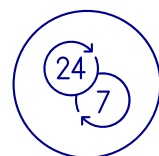
¹Accurate as of April 2025.

Qualified mental health practitioners and counsellors

Your people will have access to a team of more than 100 clinicians, counsellors, mental health practitioners, therapists, psychotherapists, psychologists and neurodiversity specialists.

- An extended affiliate network of more than 2,500, with face-to-face treatment available within 30 miles.¹
- All are fully accredited, registered and qualified.
- Each has been qualified for a minimum of three years.
- Each has 400+ hours of clinical experience.¹





24/7 health support line

Help when it comes to their health

Wider health concerns can arise at any time – day or night. Whether an employee wants to discuss the side-effects of their medication or they can’t sleep because of a worry, support is available 24/7.¹

Whatever the concern, pharmacists, midwives and nurses are ready to answer their questions and provide clarity and support. Available all year-round, there’s no limit to the number of times someone can call.

40,000+

More than 40,000 people accessed our 24/7 health support line in 2024.²



¹Our 24/7 health support line includes nurses available 24/7, 365 days a year. Pharmacists and midwives are available Monday to Friday, 8am to 8pm, Saturday 8am to 4pm, and Sunday 8am to 12pm.

²Internal AXA Health utilisation statistics across private medical insurance plans, health trusts and EAP.



Manager support and referrals

Extra support for your managers

In our 2024 Mind Health Report, we found that nearly a third of managers (29%) have moderate to extremely severe symptoms of depression,¹ so it's more important than ever to ensure managers are well-equipped and feel supported. Doing so can create a ripple effect of positive outcomes and help your leaders to be confident during challenging times too.

Managers will be supported with their own challenges, as well as with any referrals they'd like to make in relation to supporting an employee. They'll be provided with guidance to ensure they're comfortable and assured when dealing with challenging, unfamiliar or complex situations. They can access support via the 24/7 helpline, online or via the AXA Health app, and make a referral through the 24/7 EAP helpline.

2x

Our mind health study found that managers are **twice as likely** to have taken sick leave due to their mental health in the last **12 months**.¹

Discover our 2024 UK mind health workplace report [here](#).



¹AXA Health 2024 UK mind health workplace report - AXA Mind Health Study was conducted between 15 October – 15 November 2023 in 16 countries among representative samples of the population aged 18–75 in each country (1,000 in each).



Life Management

Guidance for everyday life

Mental health challenges, such as low mood, stress and anxiety, can be impacted by other aspects of our lives. Knowing where to turn isn't always easy. From financial worries or legal issues to housing concerns and eldercare, Life Management gives your people somewhere to turn to for guidance and practical support.¹

2 business days

A dedicated team is on hand to offer support and answer questions. Consultations can be arranged within two business days, unless the employee schedules or prefers another time.

¹Financial consultations are available Monday to Friday between 9am and 5pm. Legal consultations are available Monday to Thursday between 8:30am and 11pm, Fridays between 8:30am and 8pm, and Saturdays between 8:30am and 4pm (BST/GMT).

■ Financial information

Qualified, independent financial experts for guidance and information on topics such as budgeting, debt management, court claims, tax queries, fraud and other everyday money issues.

■ Legal information

While we don't offer legal advice, employees can gain confidential and unlimited guidance and signposting for many challenges they may face, including housing concerns, consumer matters, inheritance, marriage, separation and divorce.



How it works

Your employees have 24/7 access to online support for all aspects of their Mind, Body and Life.



Get in touch:

Digital mental health booking

An employee can book online using best-fit clinician matching, based on member preferencing and clinical need.

- Choose time and date
- Choose counsellor
- Confirm appointment

24/7 EAP helpline

WhatsApp or SMS

Live Chat



Video mental health assessment and triage

They speak to a qualified counsellor or mental health practitioner, day or night. As the first point of contact, they'll conduct an initial assessment and direct employees to the most appropriate help and support.

Telephone mental health assessment and triage

They speak to a qualified counsellor or mental health practitioner, day or night. As the first point of contact, they'll conduct an initial assessment and direct employees to the most appropriate help and support.



In-the-moment support.¹

Self-care, where they can utilise any of our expert-curated content as well as additional wellbeing support you may offer.

Life Management Practical legal and financial information, support and signposting.

24/7 health support line. Support or a listening ear from a pharmacist, midwife or nurse.²

Short-term counselling,³ over the prescribed number of sessions, employees work with their counsellor to get the support and guidance they need.

Onward signposting for example, to a GP if the severity of the case calls for greater support or to explore any appropriate services you may have made available on a private healthcare scheme. Your company could also consider additional counselling support.

¹In the UK, only in-the-moment support is available to dependants. Full-service delivery for employees 16 and over. We can include pricing terms for full access for dependants at quote stage.

²Our 24/7 health support line includes nurses available 24/7, 365 days a year. Pharmacists and midwives are available Monday to Friday, 8am to 8pm, Saturday 8am to 4pm, and Sunday 8am to 12pm.

³Scheduled counselling available as part of EAP Premier only. Choose from a 5, 6 or 8 session model.

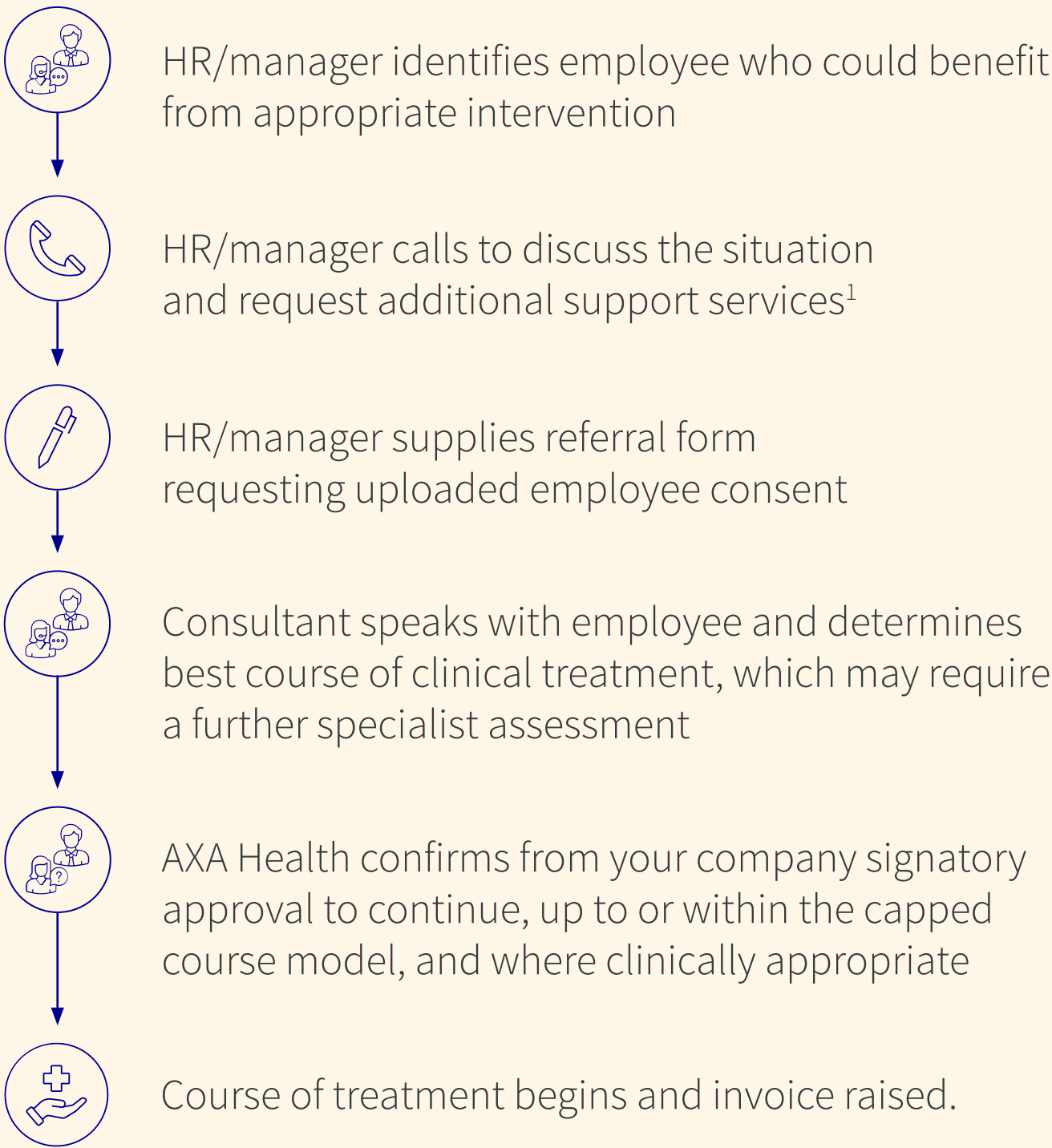
Extra support for when your employees need it most

From enduring feelings of grief and loss to deep-lying relationship or mental health issues, recovering from certain life events can require more than your Employee Assistance Programme can provide. With both EAP Essential and Premier, you can choose to add **additional support** for your people. You'll appoint a representative from within your business, and they'll assess cases and approve any additional support an employee might need.

Additional support can include:

- a course of counselling (face-to-face, by telephone or online)
- a course of specialist counselling, such as Cognitive Behavioural Therapy (CBT) or Eye Movement Desensitization and Reprocessing (EMDR).
- a specialist mental health assessment

How additional case support set-up and care are managed:



¹We may record and/or monitor calls for quality assurance, training and as a record of our conversation.

Crisis Call (critical incident management)

We're here for you in a crisis

Whether your company is responding to an incident that's hit the headlines, or facing something as shattering as a colleague bereavement, shared trauma can have a deep and long-lasting effect on your workplace. No matter how robust your business continuity planning may be, it's often the human aspect and the support you offer your people that proves the key to an effective personal, team and business recovery.

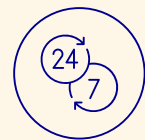
Available as a standalone service, we'll help you build counselling and emotional support into your plans – and we'll be there to support you and your workforce the moment you face a critical incident or trauma.

The support provided will be billed on a day and/or half day rate per specialist.

Full day : £1,500*

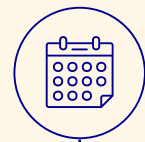
Half day: £825*

Your plan can include any of the following:



Prompt response

A critical incident specialist will respond within 24 hours of you making a request. They'll identify and agree a bespoke set of critical incident support services and work with you to deliver them in the most effective way for your business.



Planned response

A specialist will be available to you on the same business day, or at a specified and agreed time, to identify and agree a bespoke set of support services.



Follow-up visit

Your critical incident specialist will work with you to agree upon and deliver post-trauma group support sessions.



Ongoing counselling

A fully qualified counsellor will deliver one or more individual or group counselling sessions, where clinically appropriate and required, with management and/or staff as a follow-up to any initial support services.



*Terms and conditions apply. All prices are correct as of 1 April 2025, and are valid until 31 December 2025 and exclude VAT which shall be included on invoice. Prices include travel costs covering reasonable travel within two hours of a critical incident specialists location within mainland UK and / or 30 miles of a major UK mainland city. Anything outside of this will be chargeable at £0.45 per mile, plus reasonable accommodation costs.

Supporting your ongoing success

Insight to fuel your strategy

What you can't measure you can't manage. Central to all services with AXA Health is rich management information to show usage, trends and return from your investment. Our account management team is here to provide guidance, so you can see year-on-year improvements. We'll also work with you to bring together the insight from all your AXA Health services to guide and inform.

Communication support at every turn

Whether promoting your EAP or setting out an annual comms plan, we're here to both kickstart your strategy and help you maintain momentum with accessible, relevant content that will engage your people and motivate them to proactively manage their wellbeing.

Our Health and Wellbeing calendar connects you to our expert-curated wellbeing content and, crucially, enables you to plan ahead. You can utilise upcoming events to garner interest and align your wellbeing plans with our online content, which is free to explore, download and share across business units. It's all designed to help you promote your health and wellbeing strategy in a timely, relevant and inspiring way throughout the year.

Dedicated account management

Your dedicated account manager will get to know you and your business. They'll understand the ins and outs of your health and wellbeing programme, guide around combined services, and be your consistent point of contact, on hand to ensure you're getting all you can from each service.



Unlock the value of a flourishing workforce

Your people are as unique as your business. Curate your organisation's wellbeing experience by adding and combining other AXA Health wellbeing services to sit alongside your EAP. Each will be fully integrated or signposted in the AXA Health app and online, so you can create a unique, accessible and seamless experience for your employees, which they'll return to time and again.

Choose the right solution for your people

We have both EAP Essential and EAP Premier to choose from. Let’s have a look at what’s included in each.

Feature	EAP Essential	EAP Premier
AXA Health app and online support	✓	✓
Online intelligent booking	✓	✓
24/7 EAP helpline and in-the-moment support	✓	✓
Scheduled counselling (short-term therapy)	✓	(<1,000 employees - 8 session model) (>1,000 employees choose from a 5, 6 and 8 session model)
24/7 health support line	✓	✓
Manager support	✓	✓
Life Management	✓	✓
Account manager	✓ (<1,000 employees supported by hub account management team)	✓ (<1,000 employees supported by hub account management team)

Employees	EAP Essential (per capita per annum fee)	EAP Premier (per capita per annum fee)
1 – 249	£4.50 (£464 total min order fee applies)	£8.70 (£880 total min order fee applies)
250 – 499	£4.15	£8.25
500 – 749	£3.75	£7.85
750 – 999	£3.20	£7.50
1,000+	Price on enquiry	

Note, all prices are correct as of 1 April 2025, and are valid until 31 December 2025 and exclude VAT which shall be included on invoice. Our standard service supports employee access to the full service with helpline and in-the-moment support for dependants 16 years and over only. We can include pricing terms for full access for dependants at quote stage.



Ready to unlock the value of wellbeing?

Simply contact your AXA Health account manager or one of our wellbeing consultants today.

Speak to your account manager for more information.
Or, if you're new to AXA Health, contact us on
0141 245 4010 or at wellbeing@axahealth.co.uk

Powered by Spectrum.Life

To support the delivery of our services and provide impactful experiences for your employees, we're working with Spectrum.Life. Founded in 2018 and supporting over 10 million users, Spectrum.Life shares our commitment to delivering clinical excellence and enabling people to better understand and manage their health.

Working together, we've combined technology and leading clinical services to bring all our wellbeing support into one place and create an effective health and wellbeing solution that engages, empowers and transforms your people. Spectrum.Life is ISO 9001 and ISO 27001 certified, ensuring that the quality of the service/company and the information management systems are kept to a high standard.