

Help@hand

from unum

Help@hand is our new app-based solution to help businesses manage their sickness absence more effectively. Help@hand provides your employees with easy access to four key support services – uniquely combined in one app with Unum’s insurance policies*



Remote GP

Help@hand aims to provide employees, their partner and eligible children (up to their 18th birthday or 24th if in full-time education) with unlimited access to a UK-based Remote GP within 2 hours of requesting an appointment. Each video consultation lasts up to 20 minutes and is available 24/7, 365 days a year.



Second opinion

Medical second opinions are available either face-to-face or via video consultation with a UK-based specialist, following a diagnosis from a treating doctor. Employees, their partner and eligible children (up to their 18th birthday or 24th if in full-time education) have access to 2 consultations per year shared between them.

* for Group Income Protection, Life Insurance and Critical Illness Cover products (excluding Benni and Dental)



Mental health support

Up to 8 mental health support consultations (including initial assessments) per year are available through Help@hand to be shared between the employee and their partner. Based on clinical need following a video consultation assessment, the service is delivered either face-to-face or through supported computerised cognitive behavioural therapy (cCBt) with an assigned therapist.



Physiotherapy

Up to 8 physiotherapy consultations (including initial assessments) per year are available through Help@hand to be shared between the employee and their partner. Treatment is delivered either face-to-face or digitally, based on clinical need following a video consultation.

All four Help@hand services are accessed via one app with the entry point to services via one specialist health provider, Square Health – ensuring a unique, simple and straightforward user experience.

Free to download on iOS and Android through the App Store and Google Play.



For more information visit
unum.co.uk/help-at-hand
or speak with your adviser

unum.co.uk

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