



# Your 24-hour confidential helpline

HELPING LIFE RUN MORE SMOOTHLY



Provided by

health  assured

# Someone to talk to when you really need it

At every stage in life there are things that crop up and put little obstacles in your way, that's why your Sovereign Health Care cash plan includes a 24/7 helpline, provided by Health Assured, which is available 365 days a year.

You can talk to a qualified counsellor or legal advisor on everything from managing money and staying healthy to a family crisis and buying a new home. There's also online support with a whole host of information and resources designed to assist with the challenges of daily life.

## Some of the services you have access to include:

- A 24-hour telephone support helpline
- Legal, financial and consumer information
- Medical information
- Online health and wellbeing portal
- Industry leading My Healthy Advantage app

## 24-hour confidential helpline

Simply call Health Assured on **0800 169 7124**

24 hours a day, 7 days a week

Visit [www.healthassuredeap.co.uk](http://www.healthassuredeap.co.uk) and use the log in details below:

Username: **sovereign** Password: **assistance**

# How the 24-hour confidential helpline can help:



## 24-hour telephone helpline and counselling

The confidential telephone helpline service is available 24 hours a day, 365 days a year to provide support to you on a range of personal and work-related issues such as: emotional problems, work challenges, family and relationship problems, substance and alcohol misuse, financial concerns and health issues.

All counsellors are members of the British Association for Counselling and Psychotherapy (BACP), or relevant professional body, and as such abide by the code of ethics and practice of their respective professional body. All counsellors hold a qualification in counselling or psychotherapy.



## Legal, financial and consumer information

Legal information is available via the telephone helpline 24/7, providing immediate, effective guidance when it's needed most.

If you need information to help you with financial issues such as debt management, benefits, taxation, budgeting etc., our teams can offer you the guidance and information you need to take the next steps in resolving the issue.

Our qualified legal advisors abide by the relevant code of conduct of their respective professional body. Information is available on issues such as family law, consumer disputes, property issues, motoring problems, childcare and wills and probate.

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## Medical information

Qualified nurses are available to offer information on a range of medical or health related issues, Monday to Friday, 9am-5pm. This service will be fulfilled via a callback from a nurse within two hours. While they cannot diagnose, they can offer a sympathetic ear and practical information.



## Online support service

You can access support at the tap of a finger anytime, anywhere with the **My Healthy Advantage app**. It's free to download on both iOS and Android using the unique code: **SHCMHA** to register, or scan the QR code below. You personalise the app by inputting your details - although please be assured this information is not shared with anyone.



Or scan here



The app provides proactive wellbeing tools and engaging features to help improve your mental, physical and financial health by using personalised content and four-week plans to set goals and celebrate achievements. There's also a wealth of information across a range of topics including home life support, work life assistance and physical and emotional health.

Alternatively, you can access online resources by visiting the health and wellbeing portal at [www.healthassuredeap.co.uk](http://www.healthassuredeap.co.uk) using the log in details:

Username: **sovereign** Password: **assistance**

# Supporting you through life's challenges

Here are some of the areas the helpline can support you with. Please don't be afraid to call. The services are confidential, and designed to support you when you need a helping hand.



## Health & lifestyle

- Physical health
- Mental health
- Rehabilitation
- Addiction
- Cancer survivorship
- Terminal illness



## Legal information

- Debt and financial information
- Probate and wills
- Legal queries
- Caring for a dependent
- Buying a new home
- Separation and divorce



## Home life

- Relationships
- Bereavement and loss
- Childcare
- Domestic abuse
- Identity and LGBT
- Discrimination



## Work life

- Returning to work
- Bullying and harassment
- Redeployment
- Redundancy
- Retirement
- Stress

# Important information

The confidential telephone helpline is provided by Health Assured which is a separate and independent service provider to Sovereign Health Care. Sovereign Health Care reserves the right to change the provider of the telephone helpline.

The services of the telephone helpline are also available to your spouse/partner and children aged 16-24 in full-time education residing in the same household.

All counsellors providing services under the telephone helpline are bound by the confidentiality provisions of the BACP Code of Ethics and Practice. Anything you may discuss with a counsellor or legal consultant is confidential. Neither the fact that you have used the service or the content of any contact will be divulged to anyone else outside Health Assured. The only circumstances in which information may be disclosed are:

- If you provide explicit consent
- Health Assured is ordered by a court of law to disclose information
- The nature of your problem is such that the counsellor has reasonable grounds for believing that there may be a risk of harm to yourself or someone else.

Sovereign Health Care does not accept responsibility for any delay or failure in the provision or content of the service which is beyond our or Health Assured's control.

If you cancel your Sovereign Health Care cash plan you will no longer be eligible to use the services of the telephone helpline.

Calls to 0800 numbers are free of charge in the UK from all consumer landlines and mobile phones.

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