

# Welcome

to **Help@hand**<sup>®</sup>  
from unum

Download the  
Help@hand app  
from the App  
Store or Google  
Play to get  
started



**Total health and wellbeing support**  
– for everyday assistance, provided by  
experts, whenever you need it.

**Explore this guide** to learn how to get started and  
discover the services available to you and your eligible  
family members.\*



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Powered by  
**SQUAREHEALTH**  
ALWAYS THERE HEALTHCARE

For illustrative purposes only

\* Eligible family members include partner and children up to 18, or up to 24 in full-time education. Eligibility may vary on services.

# Getting started

1

Search **Help@hand** on Google Play or the App Store and download the app

2

3

Enter your details to set up your account and start using all your services



Scan the QR code and download the Help@hand app



Or get in touch if you have any questions or want to raise an issue.

Call:

Email: [help-at-hand@squarehealth.com](mailto:help-at-hand@squarehealth.com)

FAQs: [unum.co.uk/employee/help-at-hand/frequently-asked-questions](https://unum.co.uk/employee/help-at-hand/frequently-asked-questions)

# Adding eligible family members



## Who can access Help@hand?

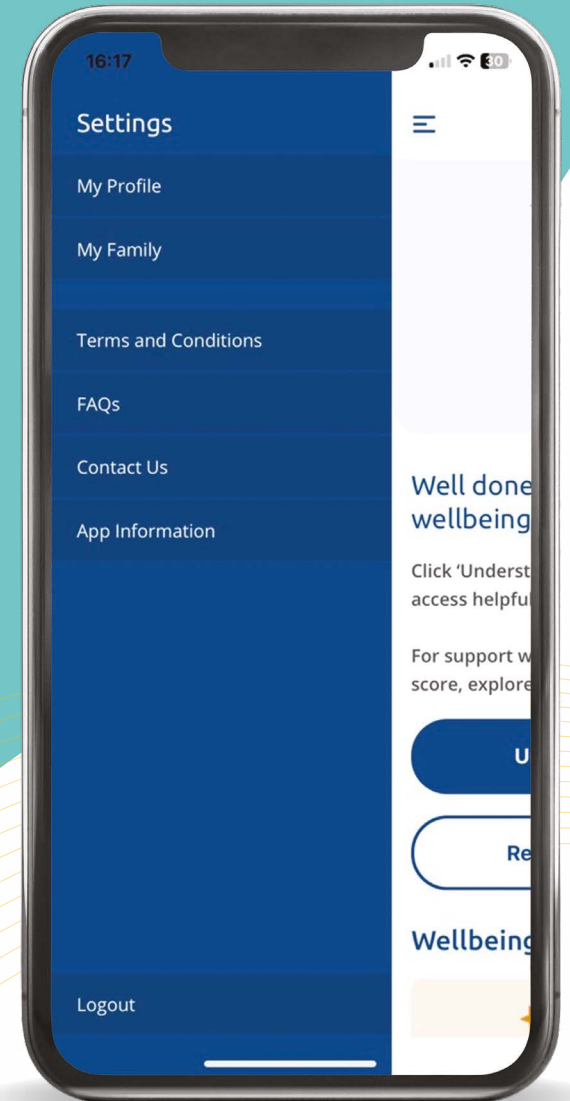
Your eligible family members can access Help@hand for certain services. Eligible family members are:

- + your partner
- + children aged up to 18 (or up to 24 if in full-time education).

Eligibility varies on services, so please check in this guide for details.

## How do I add an eligible family member?

- 1 Once you've logged in to the app, go to the menu on the left-hand side.
- 2 Click 'My Family'.
- 3 Click 'Add Member' and fill out the form with their details.
- 4 If the person is over 18, they will receive an email with details on how to download the app and set up an account. Children under the age of 18 can access the appropriate services via your app account.



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# 24/7 helpline



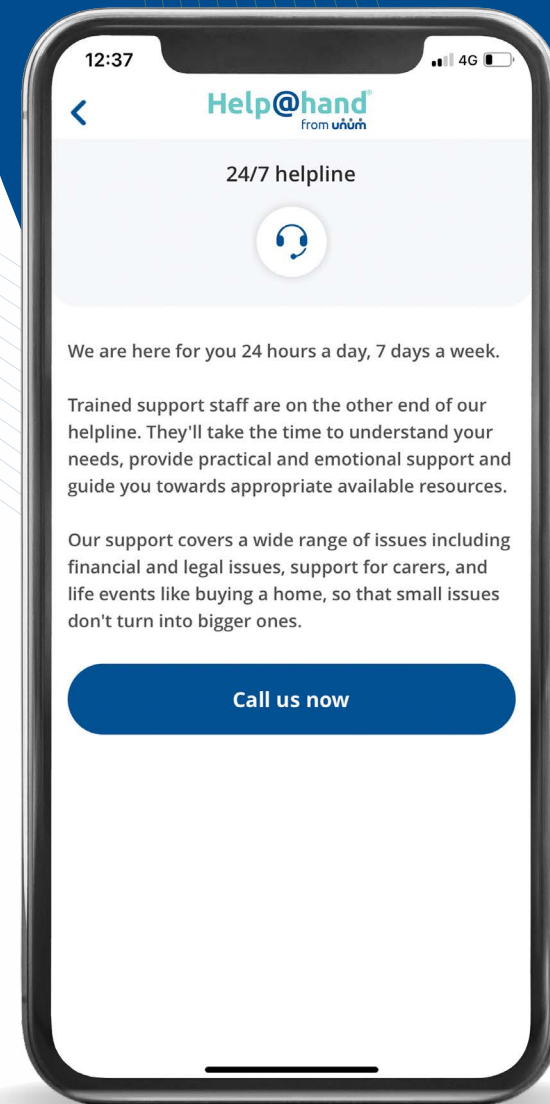
**Imagine having the support of trained professionals, available 24/7, to help you deal with life's challenges...**

The 24/7 UK freephone helpline puts you in touch with support staff who can provide immediate assistance or point you to relevant helpful services, including local resources or a healthcare professional.

Access a range of support day or night including support for carers, and life events like buying a home — so that small issues don't turn into bigger ones.

**Call any time on 0808 304 3698**

The **24/7 helpline** is available to you, your partner, and children.†



† Children can access service after their 18th birthday up to their 24th birthday if in full-time education.

For illustrative purposes only



**UNLIMITED**

# 24/7 Remote GPs



**With Help@hand you can avoid the stress and frustration of booking and waiting for a GP appointment.**

Speak to a GP quickly wherever and whenever suits you with a convenient video consultation, and get an appointment with a UK-based GP at any time, day or night — 24/7, 365 days a year.

Each appointment lasts up to 20 minutes including wrap up time, with GPs able to issue prescriptions and medications for direct delivery where needed.<sup>1</sup> You can also give permission for your notes to be shared with your NHS GP, ensuring a smooth handover between Help@hand and your NHS GP.

**Unlimited** remote GP appointments available to you, your partner and children.<sup>2</sup>



- <sup>1</sup> If an individual requires medication, a referral letter or a private fit note, they will need to pay for these. They will also need to pay a delivery charge if they opt to have the medication sent to them. The remote GP will go through the options and next steps during the consultation.
- <sup>2</sup> Children can access service via their parent up to their 18th birthday, or directly up to their 24th birthday if in full-time education.



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UNLIMITED

# Mental health support



**If you're feeling overwhelmed, stressed, or need to talk, a network of friendly mental health therapists is available for confidential consultations.**

Before you start, you can feel prepared and read more about the mental health service and if it's suitable for your situation in the app. If your experience fits the criteria, you can easily book a consultation straight away without needing a referral, choosing a time convenient to you with your preferred therapist.

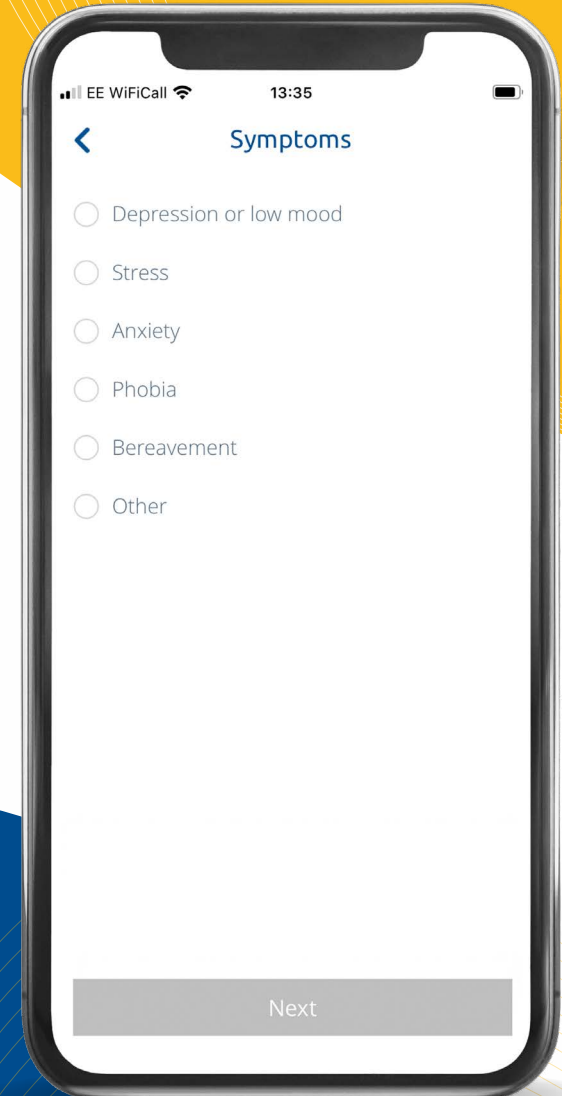
Your therapist will deliver a tailored treatment plan to help you meet your personal goals which will be agreed at the outset with you. Sessions are delivered via video consultation, which may be supported with online cognitive behavioural therapy (CBT) modules.

## Bereavement counselling



Bereavement counselling offers compassionate support to individuals navigating the complexities of grief after losing a loved one, and is available to you, your partner, and children over the age of 16.<sup>2</sup>

Unlimited mental health support available to you and your partner subject to clinical appropriateness.<sup>1</sup>



<sup>1</sup> This service is suitable for mild to moderate issues. The number of sessions provided will be subject to clinical appropriateness. Should the service no longer be appropriate, you will be directed to alternative support. For more information, please check the frequently asked questions at [unum.co.uk/employee/help-at-hand/frequently-asked-questions](https://unum.co.uk/employee/help-at-hand/frequently-asked-questions).

<sup>2</sup> Children over the age of 16 can access up to their 18th birthday, or 24th birthday, if in full-time education.

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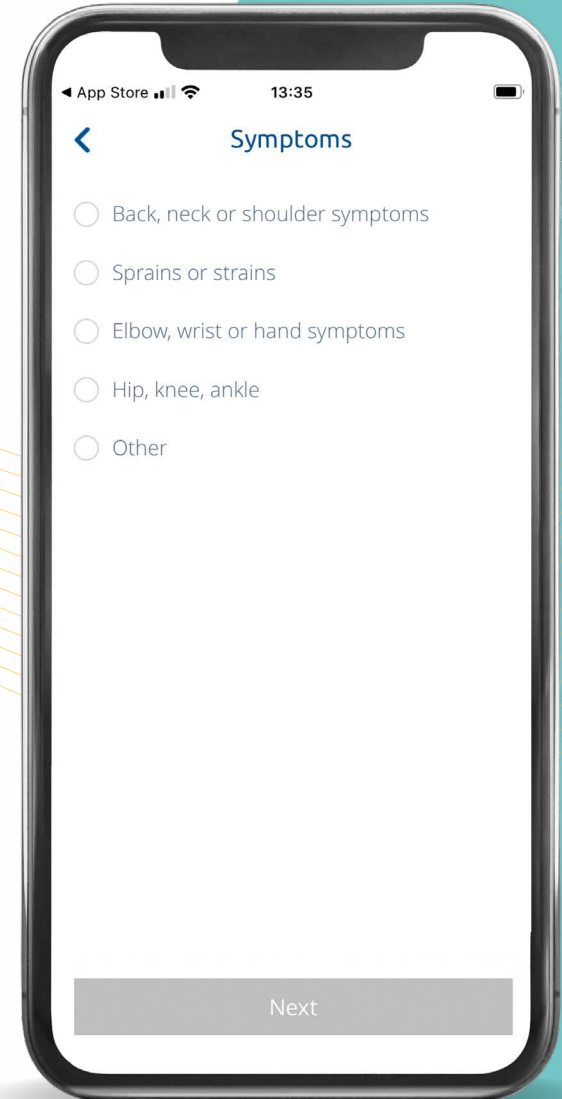
# Physiotherapy



**Get ahead of niggling aches and pains  
with expert support.**

Help@hand provides direct access to physiotherapists, who will provide personalised treatment that will usually include digitally delivered exercises with ongoing support via video consultation. You will also be sent equipment to support the treatment programme, such as resistance bands and foam rollers, if required.

**Eight consultations**  
to share per year,  
available to you  
and your partner<sup>1</sup>



<sup>1</sup> Not suitable for complex, pre-existing or chronic conditions. Alternative guidance may be provided if appropriate.

# Medical second opinion

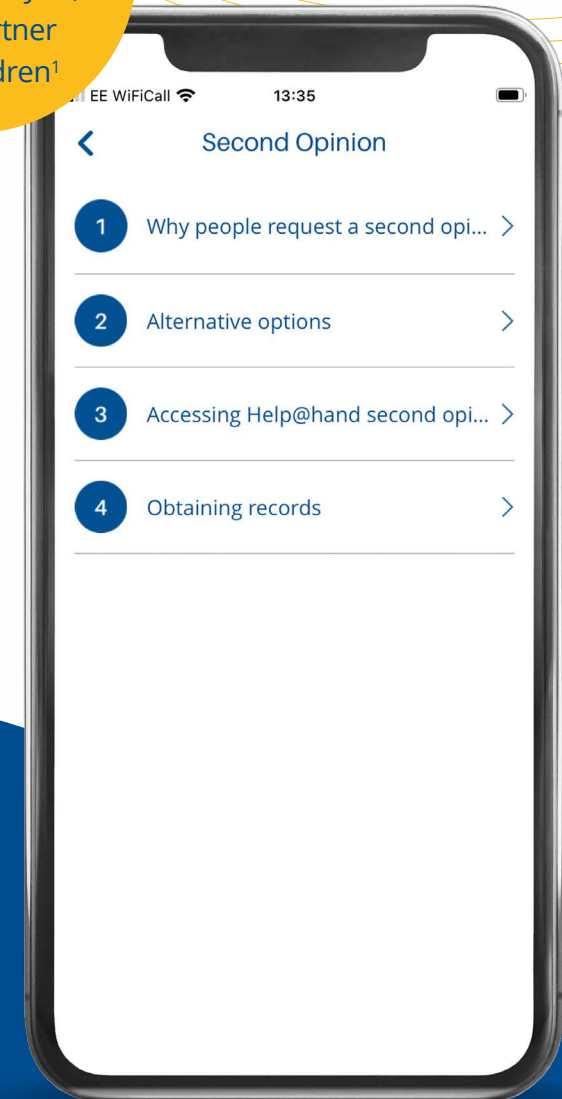
Two consultations shared per year available to you, your partner and children<sup>1</sup>



**Receiving a medical diagnosis can be life-changing and dealing with uncertainty can be overwhelming.**

Medical second opinions are available either in person or via video consultation with UK-based private consultants, following a final diagnosis.

The consultant will review medical records and provide a second opinion on the diagnosis and/or treatment plan.



## Potential advantages of a medical second opinion

- + If both doctors agree with your diagnosis and treatment, you may feel more confident about the plan for your treatment and care.
- + You may get on better with a different doctor and have more confidence in what they say.
- + You may be offered different treatments, or treatment as part of a clinical trial.



<sup>1</sup> Children can access service via their parent up to their 18th birthday, or directly up to their 24th birthday if in full-time education



# Financial and Legal support



Access via the app or freephone helpline **0808 304 3698**



**If you have a financial question and you're not sure who to ask, give us a call.**

Help@hand can offer both guidance and signposting to verified trusted services. This includes areas such as credit and debt, budgeting, mortgages, insurance and benefits.

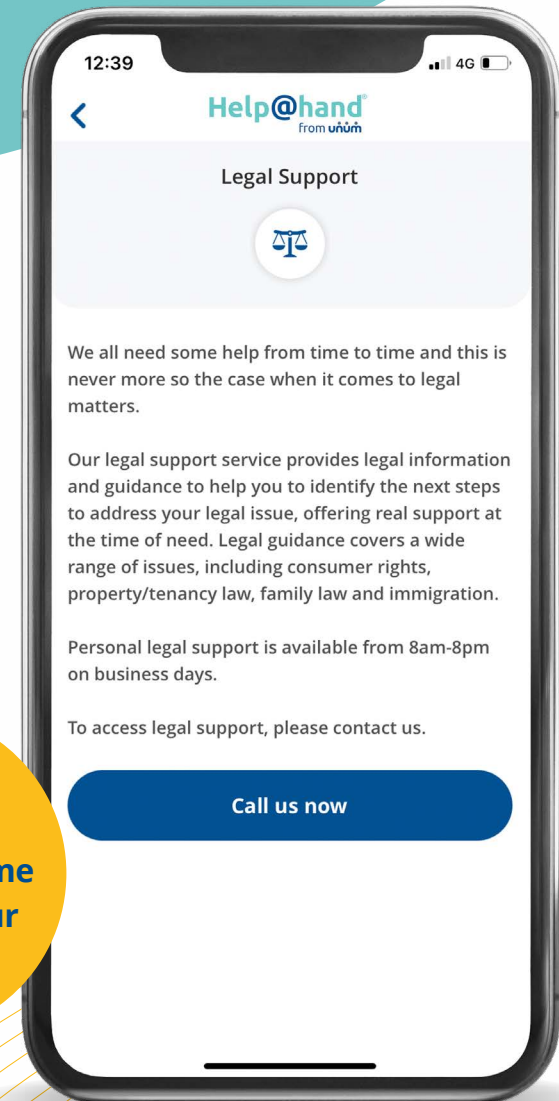


**Get clear, simple information about where to start to address a legal issue.**

Information and guidance for legal questions on a range of issues such as consumer rights, property/tenancy law, family law, immigration and more.

Personal legal support is available between 8am and 8pm Monday-Friday (excluding Bank Holidays). Limited to one consultation per issue.

**You can contact the helpline anytime to discuss your questions.**



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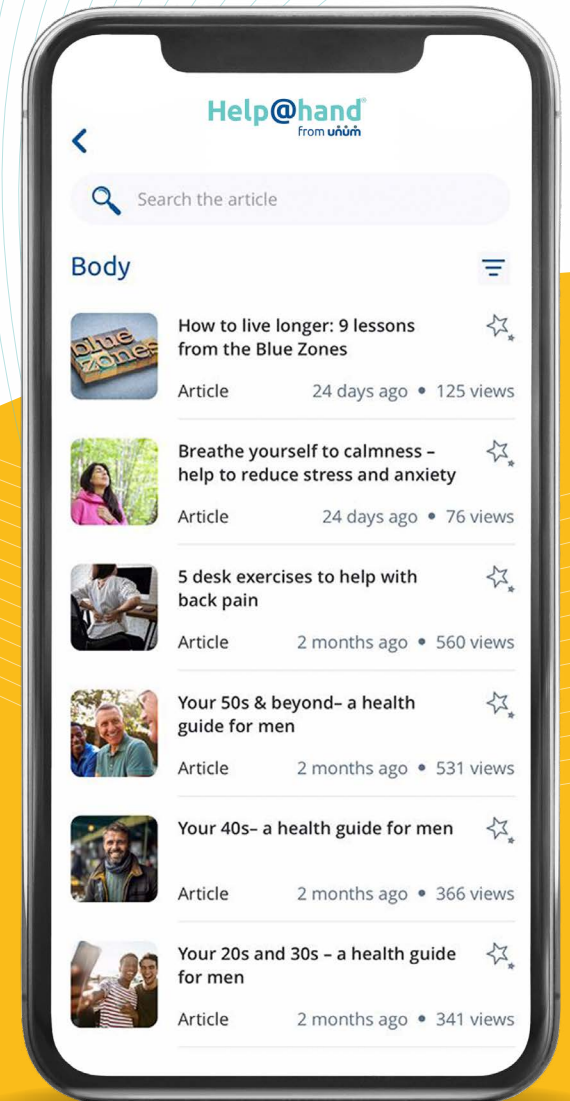
# Wellbeing content



**Get relevant, insightful wellbeing content on-demand.**

Your wellbeing area includes up-to-date and verified content, bitesize articles, and signposting to reliable resources on a broad range of issues.

Plus, you can search the content to find information of interest, and even pick favourite articles to return to at a later date.



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# 360 Wellbeing Score



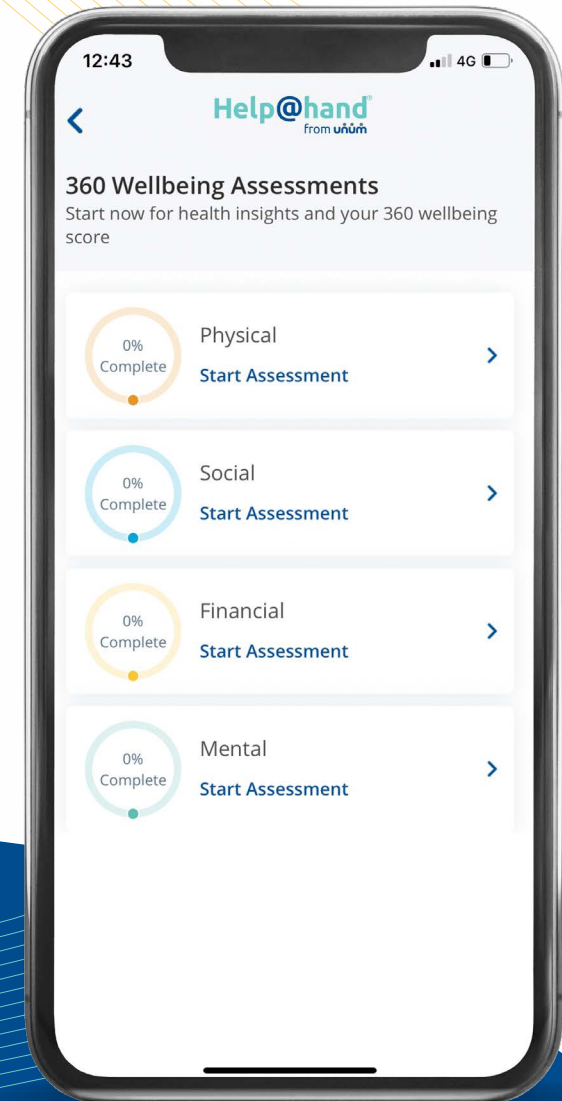
**It can be difficult to know where to start when it comes to understanding your own wellbeing.**

With Help@hand, you can unlock personal health insights anytime.

There are four short assessments covering mental health, physical, social and financial wellbeing. After completing all the assessments, you'll get your 360 Wellbeing Score and personalised recommendations to support change and help you make positive, proactive choices.

## **Top Tip!**

You can retake the assessments over time to track your progress in improving your wellbeing.



# 1-2-1 Lifestyle coaching

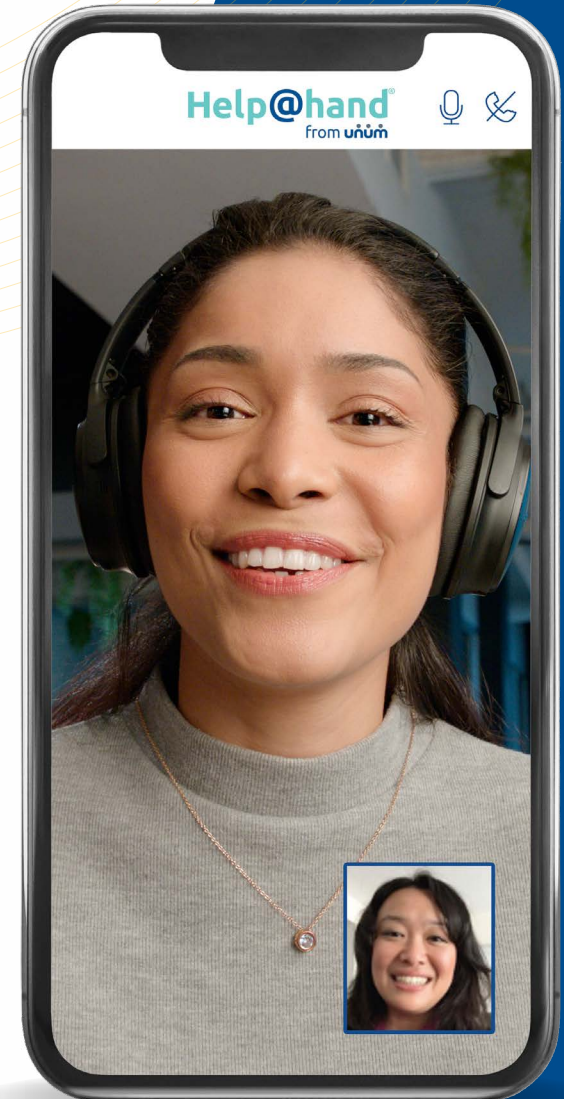


**Even with the best planning, sometimes being your best self can get put on the backburner.**

Unlocked once you have completed a 360 Wellbeing Assessment, you can access 1-2-1 sessions with a lifestyle coach.

Chat about your current health, fitness and lifestyle habits and work with a dedicated coach to set achievable goals you can sustain over time, helping you to stay motivated.

You get up to **six sessions per year**, delivered via video consultation



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# Savings and discounts



**Make every penny count with exclusive discounts.**

Make sure you check the app for the latest deals including:

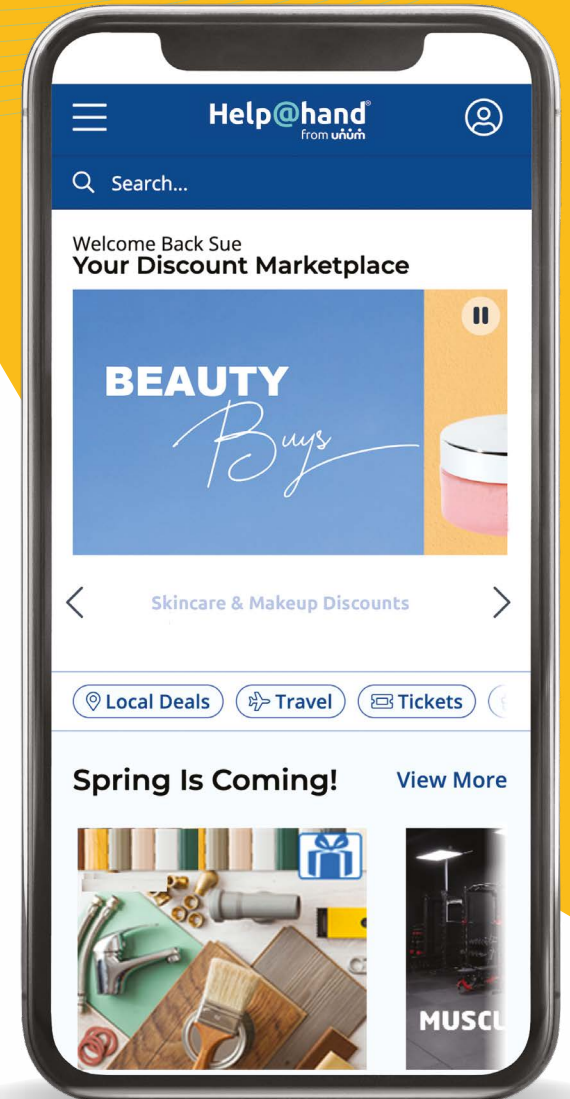
- + technology brands
- + gym memberships
- + travel
- + days out and attractions

Plus get cash back on purchases - which is automatically deducted from future spend so you don't forget about it. Easily check your balance by going to your account, and clicking 'Cash Back'.

## Top Tip!

You can be a savvy shopper and 'stack' offers to save even more, for example buying a discounted item from a shop providing cash back.

† Children can access this service after their 18th birthday up to their 24th birthday if in full-time education.



You, your partner and children† can easily access valuable discounts and money saving deals.

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# Cancer support service

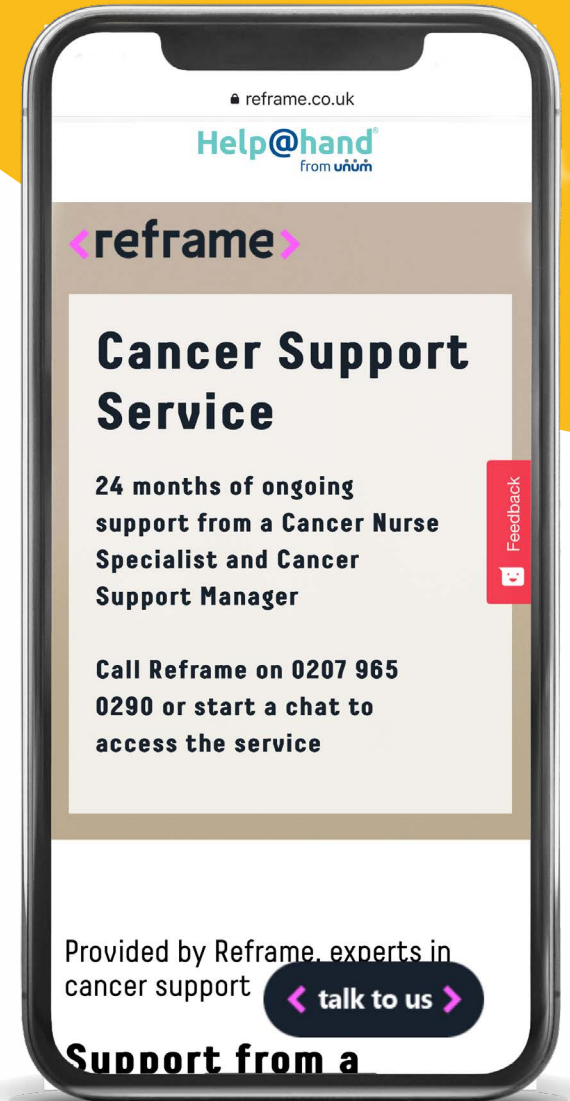


**A cancer diagnosis affects everyone differently, so Unum's Cancer Support specialist provider Reframe Cancer personalises their support to you.**

Its wraparound care brings you all the knowledge and assistance you need to take control of your cancer journey, offering two years ongoing support from a Cancer Support Manager.

Simply log in to Help@hand, go to the Cancer Support Service and get in touch with Reframe Cancer. Your dedicated support team will work closely with you to understand your needs – and whether you are being treated privately or with the NHS – will tailor their support for your cancer type and experience.

You can get up to two years of ongoing, expert support with the Cancer Support Service.



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