



**UK Healthcare**™

*Looking after every body*

1625 Independent People - Recent improvements to terms and conditions are listed below and replace the equivalent clauses:

- Benefits run on a calendar year – January to December
- **“Wellbeing”**: Any employee submitting a claim in respect of any “Wellbeing” benefit, will now be required to provide a written letter of referral from their GP supporting the treatment obtained. Once a GP referral letter is received we will hold this on file for 1 year and pay all valid claims relating to this condition throughout that period. Without this written confirmation claims will not be processed.
- Face-to-face counselling – see below

**Please note that only employees are eligible to access the face to face counselling services, partners do not receive this benefit**

Following your call to the helpline or as a result of intervention by your employer, if your counsellor considers that it would be of benefit to your circumstance, our service partner can arrange for up to six face to face counselling sessions in person. These counselling sessions occur following:

- A referral by your telephone counsellor
- A referral by your manager
- A request by yourself

The service provides access to a network of counsellors covering the UK enabling you to meet someone close to your home or place of work, typically within either 15 miles or 30 minutes’ drive. Travel expenses are your responsibility. The fully experienced counsellors work with a wide range of issues including (but not limited to):

- Emotional problems
- Work related issues
- Stress/ Anxiety
- Relationship difficulties and family matters
- Bereavement
- Retirement
- Redundancy

This service is completely free of charge to you, however face to face counselling is unfortunately not available to your immediate family as this would then be deemed as a taxable benefit. One-off telephone counselling and online support is available for your legal partner and children aged 18-24 in full time education residing in the same household. The service is provided by a third party.

**To speak to a counsellor call 0800 107 6585 quoting reference number 73006**

**We strongly recommend you keep this amendment with your policy document in order to maintain an accurate record of the terms and conditions employed.**