

Service Rule

24 Hour Advice and Information Line, including access to the Wisdom app Legal, debt, speak to a counsellor and online resources

Plan holder: For you.

The 24 Hour Advice and Information Line and the Wisdom progressive web app are provided by Health Assured Ltd.

The telephone service can be used by you, your partner and dependent children who are 16 to 24 years old, in full-time education and living with you, this includes children living away from home during term time. **There is a scheme number detailed on your online portal that you must use when you call the 24 Hour Advice and Information Line.** The scheme number doesn't identify individual users and any usage statistics given to an employer or organisation paying for this service do not include any personal information.

To access the 24/7/365 Hour Advice and Information Line: Phone 0800 092 0987

Available 24 hours a day, 365 days a year. Call charges may apply. Calls are not recorded. This is a confidential service; the only time Health Assured would breach confidentiality is if you or someone else is at risk of serious harm. **Please have your scheme number ready when you call.**

Wisdom app

You, the plan holder has access to online tools including a progressive app – Wisdom. With the Wisdom app you are able to specify preferences and topics to populate a personalised newsfeed and account with tailored resources, tools and learning materials. These include weekly mood trackers, four week plans that can be worked through by you using the app, mini health checks and webinars. In addition, you are also able to dial through to the helpline, request a call back or LiveAgent instant chat function with one of the team.

To access Wisdom:

Only you, the plan holder can register to use this service. It is available as a progressive app, which means as well as a mobile app you are able to login on your mobile phone app, tablet or computer using an internet browser. There is a unique code that you will need when registering. Please use WHNI. You create your own username and password. Once registered you can access Wisdom through an app or through an internet browser using the same username and password.

Download: Wisdom available on Apple App Store for iOS and Google Play Store for Android. You can also access on the website <https://wisdom.healthassured.org/login>

What's covered...

- Unlimited use of our 24/7/365 confidential telephone service, giving you and your family support from a team of qualified counsellors and legal advisors
- Telephone support from a fully trained counsellor on issues such as: stress; anxiety; family problems; bereavement; money management; depression; relationships; problems at work; substance misuse.
- Free telephone legal information from a qualified legal professional on a wide range of issues e.g. consumer disputes; property; motoring; landlord/tenancy; debt; welfare benefits; matrimonial; family; wills and probate. A legal professional might not always be available to take a call, so you maybe called back, particularly if you call overnight.
- Access to medical information provided by Health Assured's Occupational Health nurses, available Monday to Friday 9am to 5pm. Health Assured's qualified nurses can provide easy to understand expert information, guidance and signposting on a wide range of health and lifestyle issues including:

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medical symptoms and conditions, medical and surgical treatments; hospital tests and procedures; childhood illnesses; caring for the elderly; diet and exercise; reducing alcohol consumption; stopping smoking. Please note, this is not a diagnostic service.

- For you, the plan holder access to online resources via Wisdom app and wellbeing portal to help overcome life's mental and financial wellbeing challenges with a large library of wellbeing resources, giving you access to podcasts, videos, guides, webinars, factsheets, self-help programmes, interactive tools and educational resources and articles. Wisdom users are able to specify preferences and topics to populate a personalised newsfeed and account with tailored resources, tools and learning materials. The features for Wisdom include weekly mood trackers, four week plans that can be worked through by the user using the app, mini health checks and webinars. Track your activity, steps, sleep, and mood. Guided breathing exercises and meditation sessions.

What's not covered...

- Structured counselling sessions and CBT programmes.
- Crisis care: this is not an emergency service. At busy times, it may be necessary to take your details and arrange a convenient time for the most appropriate counsellor, legal advisor or health professional to call you back
- Access for your family to the online tools: only the policyholder can use Wisdom
- Diagnosis of a medical condition or issuing a prescription: the service gives general guidance only and isn't intended to replace your normal personal medical care.
- Legal information about employment disputes

If there's anything about these rules that you don't understand please contact our friendly Westfield Health Customer Care Team on 0114 250 2317 and we will be happy to help.

Your service/s are being paid for by the employer/organisation detailed within your welcome communication and online portal. If your relationship with your employer/organisation comes to an end, you will no longer have access to your service/s.

A service may also be cancelled at any time if:

- you are not eligible
- there is use of a service that is fraudulent or that it is intentionally false, and/or misleading
- you or (anyone using a service) acts in a threatening or abusive manner e.g. violent behaviour; verbal abuse; sexual or racial harassment, towards a member of Westfield Health staff or one of our suppliers
- you fail to abide by any of the service rules detailed below

From time to time it may be necessary to amend the rules relating to a service. If any changes are made you will be given reasonable notice, except when it is not possible to do this. For example, changes required by law. If it is intended to completely withdraw a service you will be given reasonable notice.