

YOUR SUPPORT SERVICES



EMPLOYEECARE



SECOND
MEDICAL OPINION



TREATMENT
SOURCING



Canada Life



YOUR SUPPORT SERVICES

As part of your employee benefits package, Canada Life Group Insurance provides you with **FREE** access to the following employee Support Services:



EMPLOYEECARE

EmployeeCare provides confidential telephone and face-to-face counselling, as well as support with everyday matters such as finding childcare or eldercare, legal issues and debt management.



SECOND MEDICAL OPINION

The Second Medical Opinion service provides access to over 53,000 leading consultants worldwide. They offer second opinions on diagnoses and treatments for almost any condition.



TREATMENT SOURCING

The Treatment Sourcing service makes it easier for employees and their families to access convenient private healthcare at competitive prices.

READ THIS GUIDE TO FIND OUT ABOUT THESE SERVICES INCLUDING HOW TO ACCESS THEM

FAQ

WILL I BE CHARGED FOR USING THESE SERVICES?

No. These services are completely free for you to use, but you will need to cover the cost of any treatments or procedures you decide to proceed with under the Treatment Sourcing service.

WHO CAN USE THESE SERVICES?

The services are available to all UK-based employees of your company. Access to the Second Medical Opinion and Treatment Sourcing services also extends to your immediate family who live in the same household as you.

ARE THESE SERVICES CONFIDENTIAL?

Yes, these services are completely confidential. No information will be shared with your employer other than anonymous usage statistics.

FREE TO USE
FOR ALL
UK-BASED
EMPLOYEES



EmployeeCare is an employee assistance programme that provides professional counselling for any issue, either face-to-face or by telephone. You'll also have access to support on everyday matters such as finding childcare or eldercare, legal issues and debt management.

KEY FEATURES

CONFIDENTIAL COUNSELLING

- ✓ Unlimited 24/7 access to telephone support
- ✓ Up to four face-to-face or structured telephone counselling sessions in a year for each issue

WORK LIFE SERVICES

- ✓ Financial and legal telephone advice from an independent consultant
- ✓ Guidance on a range of everyday issues like debt, buying your first home, tax and divorce

EMPLOYEECARE WEBSITE & APP

- ✓ Online employee support service designed to help maintain a work/life balance including advice on mental wellbeing, lifestyle, family support and money issues
- ✓ Contact a Work Life consultant for support on any issue
- ✓ Mobile app with access to helpful articles and podcasts on wellbeing and health



HOW TO ACCESS



Telephone
0800 917 9330

Any time of the day or night. You will be asked which company you work for.



Website
www.myemployeecare.com
Enter the username **72221** and password **employeecare** to access the website.



App
Download the mobile app from the Apple App or Google Play stores; simply search '**LifeWorks**' and look for the LifeWorks logo. Use the username **72221** and password **employeecare** to access the app.



SECOND MEDICAL OPINION

If faced with a health problem, most of us want to have a clear understanding of what's wrong. The Second Medical Opinion service provides an expert second opinion on your diagnosis or treatment, helping you to get the best available medical advice. This service is provided free of charge and can be accessed as many times as you like.

KEY FEATURES

ACCESS AN EXPERT

To access an expert second medical opinion, submit a request online or by telephone using the access details below. The Second Medical Opinion service will then:

- 1 Locate a world-leading expert in your condition
- 2 Get the expert to conduct a full review of your medical condition, along with your medical records if appropriate
- 3 Send you a comprehensive report on your condition. This will include an expert opinion on your diagnosis and/or treatment, along with any recommendations
- 4 You can then discuss the report with your treating doctor, including any changes suggested

ONLINE PORTAL

- ✓ Doctor Online – e-mail your medical questions to a qualified GP and receive answers within 72 hours
- ✓ Health Navigator – helps you check your symptoms and get trusted advice
- ✓ FindBestCare – helps you with medical and travel arrangements if you choose treatment outside of the UK
- ✓ FindBestDoc – get details of up to three expert consultants to provide you with appropriate treatment
- ✓ Access an extensive library of wellbeing tools, videos and literature



HOW TO ACCESS



To access the Second Medical Opinion service, call **0800 085 6605** at any time, day or night



or register and find out more at **canadalife.askbestdoctors.com**

FREE¹ TO USE FOR
ALL UK-BASED
EMPLOYEES AND
THEIR IMMEDIATE
FAMILY

TREATMENT SOURCING

The Treatment Sourcing service provides access to over 20,000 consultants and a choice of over 450 hospitals and NHS private patient units throughout the UK. You'll be given options based on the treatment you require and what's important to you in terms of price, location and timescales.

KEY FEATURES

MULTIPLE CHOICES

- ✓ The Treatment Sourcing service finds the most suitable private healthcare option available
- ✓ The price of treatment will be a competitive fixed amount to suit individual needs
- ✓ Access to over 20,000 consultants, as well as 450 private hospitals and NHS private patient units throughout the UK

FAST AND EFFICIENT BOOKING PROCESS

- ✓ Facilitate quick and convenient consultations, tests and procedures
- ✓ Unbiased, concise information provided throughout

¹ The cost of any treatment will be met by the service user. Medical Care Direct may charge an administration fee when treatment is sourced.



HOW TO ACCESS

Step 1

Visit canadalifemcd.co.uk to fill out a treatment sourcing form

Step 2

The Treatment Sourcing team will research your options

Step 3

You receive details of all of your options in writing

Step 4

The Treatment Sourcing team will make any necessary arrangements based on your chosen option

Step 5

Payment is made direct to Medical Care Direct

SERVICE PROVIDERS



EMPLOYEECARE

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SECOND MEDICAL OPINION

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TREATMENT SOURCING

In partnership with

MCD



Canada Life

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Our forms are available to download from our website: www.canadalife.co.uk/group

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