

# WORKING WELL

## YOUR GUIDE

Welcome to Working Well – Your Guide



For employees

*P*ATTERSON-MILLS

INDEPENDENT FINANCIAL ADVISERS & CHARTERED FINANCIAL PLANNERS



**Canada Life**™  
Group Insurance

# WORKING WELL



## Welcome to Working Well

As part of your employer's Benefits Programme, Canada Life Group Insurance provides you with free access to:



**EMPLOYEECARE**  
an employee assistance programme



**BEST DOCTORS**  
a second medical opinion service



**MEDICAL CARE DIRECT**  
a treatment sourcing service

We call these our 'Working Well' services. This guide explains the benefits of these services and provides contact details so you can start using them as soon as you need to.

### FAQ

**Will I be charged for using these services?**

No. These services are completely free for you to use, as part of your employer's policy with us. But you will need to cover the cost of any treatments or procedures you decide to proceed with under the Medical Care Direct service.

**Who can use these services?**

EmployeeCare, Best Doctors and MCD are available to all UK-based employees of your company – access to Best Doctors and MCD also extends to your immediate family who live in the same household as you.

**Are these services confidential?**

Of course. No details, other than usage statistics, which remain anonymous, will be shared with your employer.

# EMPLOYEECARE



## What is EmployeeCare?

EmployeeCare is an employee assistance programme (often referred to as an EAP). It offers information and counselling on a wide range of personal and work related topics such as debt management, family relations, health problems and work issues. This service is provided by Capita Health and Wellbeing – a leading EAP provider and it is completely free for you to use.

## WHAT EMPLOYEECARE OFFERS

- **Telephone counselling**  
– One phone call can put you in touch with an experienced, professional counsellor who will assist you in talking through your concerns and feelings and help you consider the options. They can help with a wide range of personal and work related problems such as bereavement, stress, marital and relationship difficulties, alcohol and drug abuse, loss of confidence, workplace issues and debt. You have access to this confidential emotional support at all times, 24 hours a day, 7 days a week.
- **Face-to-face counselling** –  
If you feel you would benefit from face-to-face counselling, you can have up to four sessions which will be arranged in a convenient location near your home or workplace.
- **Telephone health and wellbeing advice** – You are also provided with immediate access to a Health and Wellbeing Advisory Service, where you can discuss concerns about your health and wellbeing with qualified health professionals. Again, the helpline is open 24 hours a day, 7 days a week.
- **Online portal** – You can access the online 'Health and Wellbeing' portal via the EmployeeCare website. This portal offers a range of resources, which can help you develop a healthier, more balanced, lifestyle.
- **Online Health Risk Assessment Tool** – Also via the website, you can access personal health assessments and reports, through the Health Risk Assessment Tool. This tool assigns you with a health rating and provides further information on how best to manage your health.

## How do I access EmployeeCare?

### Telephone

#### **It couldn't be easier!**

To access the EmployeeCare services, just call at anytime, 24 hours a day, 7 days a week:

**0800 917 9330**

### Online

To access the Health and Wellbeing portal, Health Risk Assessment Tool and other online services, simply visit the website, using the access code **72221** to enter:

**employeeecare.com**

# BEST DOCTORS



## What is Best Doctors?

Best Doctors is a leading second medical opinion company. It offers a range of services from giving you an expert second medical opinion, to providing personalised answers to non-urgent medical questions. Access to Best Doctors also extends to partners and immediate family who live in the same household as you.

## WHAT BEST DOCTORS OFFERS

- **InterConsultation™** – If you are diagnosed with a serious medical condition, you can get an independent and confidential, expert second medical opinion, all without leaving home. Best Doctors has a global database of over 53,000 consultants; all chosen as experts by other specialists. These experts will review your medical files and provide you with a report, giving an expert second opinion on your diagnosis and/or treatment.
  - **FindBestDoc™** – Best Doctors will provide details of up to three expert consultants who could provide you with appropriate treatment. Your Best Doctors case manager will explain the options and help you choose the best specialists for your condition.
  - **FindBestCare®** – If your medical report suggests receiving treatment outside the UK or Republic of Ireland, the treatment will be at your own expense. But Best Doctors will handle all of the medical and travel arrangements so you can focus on the most important thing – getting better.
  - **Doctor Online** – Doctor Online gives you access to experienced GPs, who will provide reliable answers to general medical questions within 72 hours.
  - **Health Navigator** – The Health Navigator is a services portal and medical information source, which includes educational videos, an interactive symptom checker and online encyclopaedia.
- Best Doctors funds the expert medical review and the clinical summaries, as well as arranging for the collection and return of all relevant medical documentation. Neither Best Doctors nor Canada Life cover the cost of treatment or face-to-face consultations.

## How do I access Best Doctors?

### Telephone

#### It couldn't be easier!

To access the Best Doctors services, just call the Member Care Centre at anytime, 24 hours a day, 7 days a week:

**0800 085 6605**

### Online

Alternatively, simply visit the Best Doctors website and follow a few easy steps to register:

**[canadalife.askbestdoctors.com](http://canadalife.askbestdoctors.com)**

# MEDICAL CARE DIRECT



## What is Medical Care Direct?

Medical Care Direct is a Treatment Sourcing Service (TSS™) that will find you the best price private healthcare. Just fill out one simple form and MCD will do the rest for you. They will identify all treatment costs from the outset, arrange all appointments, and support you every step of the way. Both you and your immediate family have free access to this service, whenever you need to use it.

## WHAT EMPLOYEECARE OFFERS

- **Value for money**
  - The Treatment Sourcing Service offers value for money, providing you with access to the best price private healthcare. You tell Medical Care Direct what's important in terms of price, location, or timescale and MCD will find all the options available to you. Once you've made your choice, MCD will do the rest. From arranging diagnostic tests, to booking out-patient consultations. All costs are identified prior to your treatment, normally at a fixed price, giving you the peace of mind you need to make an informed decision.
- **Hospitals and specialists**
  - MCD have an extensive database of over 450 private hospitals and NHS Private Patient Units in the UK, providing access to over 20,000 consultants in all major specialities. They arrange thousands of procedures with hundreds of hospitals each year.
- **Support all the way**
  - All telephones are answered personally with no automated menus. Whatever your needs, MCD will work hard to accommodate them. Their aim is to remove the anxiety from an already stressful situation and limit the disruption to your daily life.
- **Diagnostics and Health Screening**
  - As well as in-patient treatment, MCD can also arrange diagnostic tests such as MRI and CT scans. They also offer other types of treatment such as Physiotherapy and Osteopathy. Health screening services are also available throughout the UK.
- **Overseas treatment**
  - Choice is becoming a bigger aspect of UK healthcare, including the option to use overseas facilities for treatment. Through MCD, you can also gain access to highly competitive rates on a wide range of procedures outside of the UK.

## How do I access Medical Care Direct?

### Telephone

#### It couldn't be easier!

If you have any questions or would just like to speak to someone, you can call MCD on the following number:

**01252 741221**

### Online

To access the TSS™, simply fill out the Treatment Sourcing Enquiry Form. Once you have submitted your form online, MCD will be in touch with the options available to you:

**canadalifemcd.co.uk**

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If you need any more information on these services before using them, please speak to your employer. Otherwise, simply call the service you want to use using the numbers inside, or visit their websites at:



**employeecare.com**

### CAPITA

EmployeeCare is provided by Capita Health and Wellbeing. Capita is an established name in the provision of business-to-business health and wellbeing solutions.



**canadalife.askbestdoctors.com**



**Best Doctors**

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**canadalifemcd.co.uk**



Medical Care Direct is part of the Punter Southall Group who provide services to both individuals and a wide range of companies, such as the police and NHS.

**[www.canadalife.co.uk/group](http://www.canadalife.co.uk/group)**

Our forms are available to download from our website: [www.canadalife.co.uk/group](http://www.canadalife.co.uk/group)

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**Canada Life**  
Group Insurance

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Telephone 0845 223 8000

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Simply detach the cards below for easy access to your Working Well services

## EMPLOYEECARE



### Telephone

Call **0800 917 9330**

24 hours a day, 7 days a week.

### Online

Visit **employeeecare.com** using the access code **72221** to enter.

## BEST DOCTORS



### Telephone

Call **0800 085 6605**

24 hours a day, 7 days a week.

### Online

Visit **canadalife.askbestdoctors.com**

## MEDICAL CARE DIRECT



### Telephone

Call **01252 741221**

### Online

Visit **canadalifemcd.co.uk**



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