Hi Gemma

At Medicash, we remain committed to keeping our plans competitive in an ever-evolving market. As part of this commitment, we're introducing a new Employee Assistance Programme provider to support your clients' evolving wellbeing needs.

We're partnering with the leading digital healthcare experts at **HealthHero** to refresh our Employee Assistance Programme and enhance the mental health support available to your EAP clients.

HealthHero also provides our existing Virtual GP service, bringing together two important areas of health and wellbeing support. Where appropriate, a VGP doctor can signpost to the EAP service for a mental health assessment. This can be booked digitally through the My Medicash app or by calling into the service, providing a more joined-up approach to care.

Moving to our new provider will bring some changes to the tools and services available through our EAP, while continuing to provide the practical support and proactive approach to wellbeing you and your clients expect.

Introducing our new EAP & helpline provider

We're pleased to offer the following **EAP** services to your clients:

- Speak directly to a qualified counsellor with telephone support available **24/7, 365 days a year**
- Be referred for up to **8 structured face-to-face**, video or telephone counselling sessions, per issue where clinically appropriate
- Ability to book a mental health assessment appointment via the My Medicash app
- Access to the **Togetherall** peer-to-peer support platform following a mental health assessment
- **Menopause** support
- **Legal** and **financial** guidance
- **Self-guided CBT**
- Access to other **online support resources**.





With **HealthHero** our health and stress related telephone helplines include:

- The ability to speak directly to a qualified counsellor, with telephone support available **24/7, 365 days a year**
- Signposting to relevant **online information** and educational resources
- Support with **menopause-related** questions

- Information and **guidance** on practical concerns
- **In-the-moment** support.

We'll be introducing our new EAP and telephone helpline provider from **Thursday 29 October 2026**.

To support this, a range of new promotional support materials will be uploaded to our Promotional Materials Download Centre later this month - we'll contact you again when these materials are available for you to download and use.

What does this mean for your clients?

Employees will continue to access the EAP by phone or via the My Medicash app. From **Thursday 29 October**, employees with full EAP will also be able to book a mental health assessment directly through the My Medicash app. For Helpline clients, employees will be able to speak to a counsellor for in-the-moment support.

Your clients will also benefit from comprehensive EAP usage reporting and statistics, helping them understand how employees are using the service and identify opportunities to promote the support available.

Any employees who have started structured counselling with our current provider, Vivup, before the end of October will complete their counselling sessions with Vivup, ensuring continuity of care around their current issue. Any new issues from 29 October will be picked up by our new supplier, HealthHero.

From **29 October**, your clients will be able to start using the new promotional materials to inform their employees about the changes to the EAP, the new services available and how to make the most of their EAP in the future.

If you have any questions regarding our new EAP provider, please do not hesitate to reach out to your Business Development Manager.