

# Help@hand

from unum

Help@hand gives you and your family\* access to **four key support services** combined and accessed via one app.



## Remote GP

Unlimited video consultations with a UK-based GP. Aiming to get you seen by a GP anytime – day or night – and including prescriptions and medications delivered directly to you where needed\*\*

## Mental health support

Up to eight consultations (including initial assessments) per year with an assigned therapist throughout

## Physiotherapy

Up to eight consultations (including initial assessments) per year with an assigned physiotherapist throughout

## Medical second opinions

Two second opinions per year from a UK-based consultant following a final diagnosis.

\* Partners can access all four services. Children are eligible up to their 18th birthday, or 24th if in full-time education, and can access the Remote GP and Medical second opinion services only. Talk to your HR representative for details.

## How to get started:

1. Download the Help@hand app from the App Store or Google Play
2. Enter the username and password found in your invitation email, and log in
3. Read and accept the terms and conditions
4. Enter your details, and add your family members (if applicable)

You're now ready to access the Help@hand services



Download the Help@hand app for iOS or Android through the App Store or Google Play

Search 'Help@hand'



Help@hand is a virtual, value-added benefit service which connects the employees of Unum customers to third party specialists who can help manage their health and wellbeing, and that of their family.

\*\*Access to the App and the service is facilitated at no cost by Unum. However, you will be liable for charges for medication and delivery, referral letters and private fit notes. Unum is not the provider of the Help@hand service, but retains the right to withdraw or change the service at any time.

### [unum.co.uk/help-at-hand](https://unum.co.uk/help-at-hand)

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