



YOUR EMPLOYEE ASSISTANCE PROGRAMME

FREQUENTLY ASKED QUESTIONS FOR EMPLOYEES



WHAT IS AN EMPLOYEE ASSISTANCE PROGRAMME (EAP)?

An employee assistance programme is a wellness solution that identifies and supports employees who are at risk of developing health problems and those who are well, throughout their work and life journey. It is confidential counselling to help employees with personal or work-related issues that may affect their mental and emotional health, job performance, and overall quality of life. The primary purpose of an Employee Assistance Program (EAP) is to support the wellbeing and improve productivity of employees within an organisation.



WHAT IS HEALTHY COMPANY?

Healthy Company is more than just an employee assistance programme, it's a unique digitally enabled, holistic wellness solution designed to support you throughout your work-life journey. Whether you're looking to improve your physical health, manage stress, or gain financial and legal guidance, Healthy Company offers tailored resources based on **your plan type** to meet your unique needs.

Through innovative digital tools, expert support, and proactive interventions, Healthy Company empowers you to take charge of your wellbeing. Every feature is designed to help you thrive both personally and professionally.



WHAT MAKES HEALTHY COMPANY DIFFERENT FROM OTHER SERVICE PROVIDERS?

Healthy Company is unique because, unlike other service providers who focus mainly on emotional wellbeing, based on your plan type we focus on the following dimensions:

COMPREHENSIVE PLAN

Physical Wellbeing

Stay on top of your health with access to screenings, fitness tools, and resources that help you maintain an active, balanced lifestyle.

Emotional Wellbeing

Get the support you need to manage stress and mental health through expert counselling, mood monitoring, and practical guidance. Based on your risk assessments, we will proactively reach out to help when needed.

Financial Wellbeing

Gain confidence in managing your money with easy-to-use budgeting tools, educational content, and professional advice for long-term financial stability. If your risk profile indicates financial strain, we'll connect with you to provide tailored support.

Legal Support

Access professional legal assistance and guidance to help you navigate life's challenges with confidence and peace of mind.

CORE PLAN

Emotional Wellbeing

Receive support to help you cope with stress and maintain mental wellbeing through expert counselling, mood monitoring and educational content.

Financial Wellbeing

Gain confidence in managing your money with easy-to-use budgeting tools, educational content, and professional advice for long-term financial stability.

Legal Support

Get access to qualified legal assistance for matters impacting your emotional or financial wellbeing, ensuring you have the guidance to handle life's challenges with clarity and peace of mind.

WHAT HAPPENS IF I AM CURRENTLY IN PROGRESS WITH COUNSELLING SESSIONS WITH THE CURRENT SERVICE PROVIDER?



To ensure that there is no disruption to your treatment, you should complete your counselling sessions with your current counsellor. You can start making use of the Healthy Company counselling services once you complete your counselling sessions or, if you are not able to continue with your counselling sessions, through your existing service provider.

WILL THE SERVICES BE CONFIDENTIAL LIKE THE CURRENT SERVICE PROVIDER?



Healthy Company will not share your personal information with your employer or any other parties, and all reports are anonymised.

HOW MANY COUNSELLING SESSIONS DO I HAVE ACCESS TO THROUGH HEALTHY COMPANY?



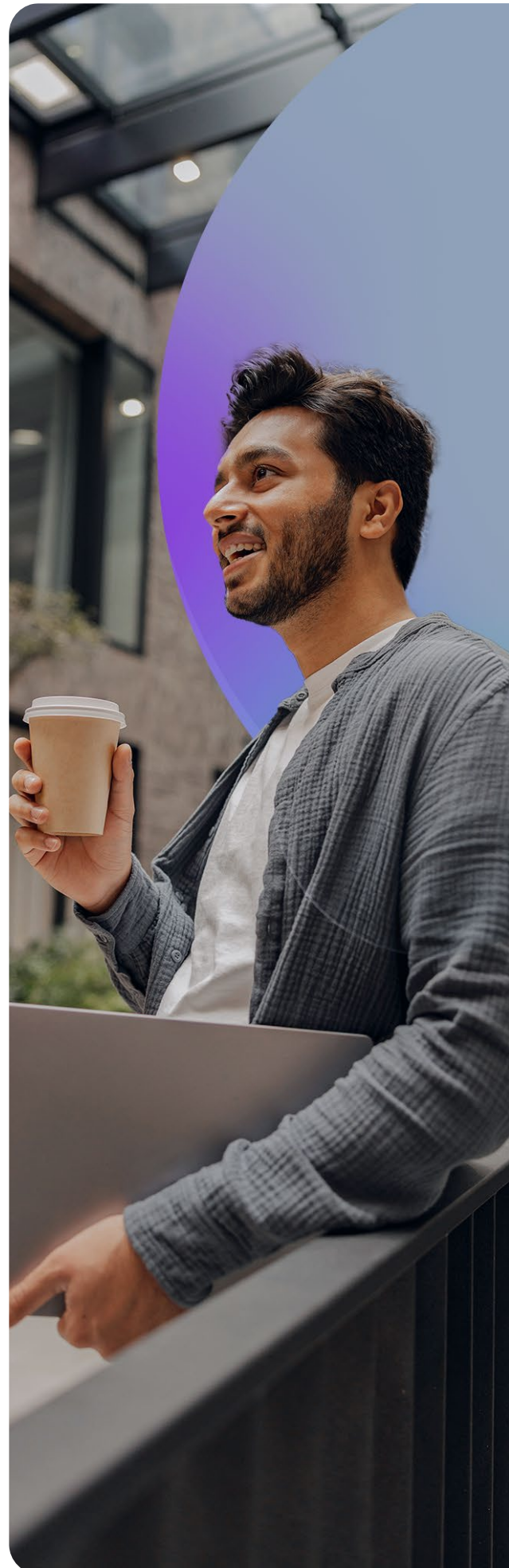
The amount of counselling session available is based on **your plan type**.

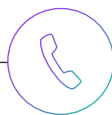
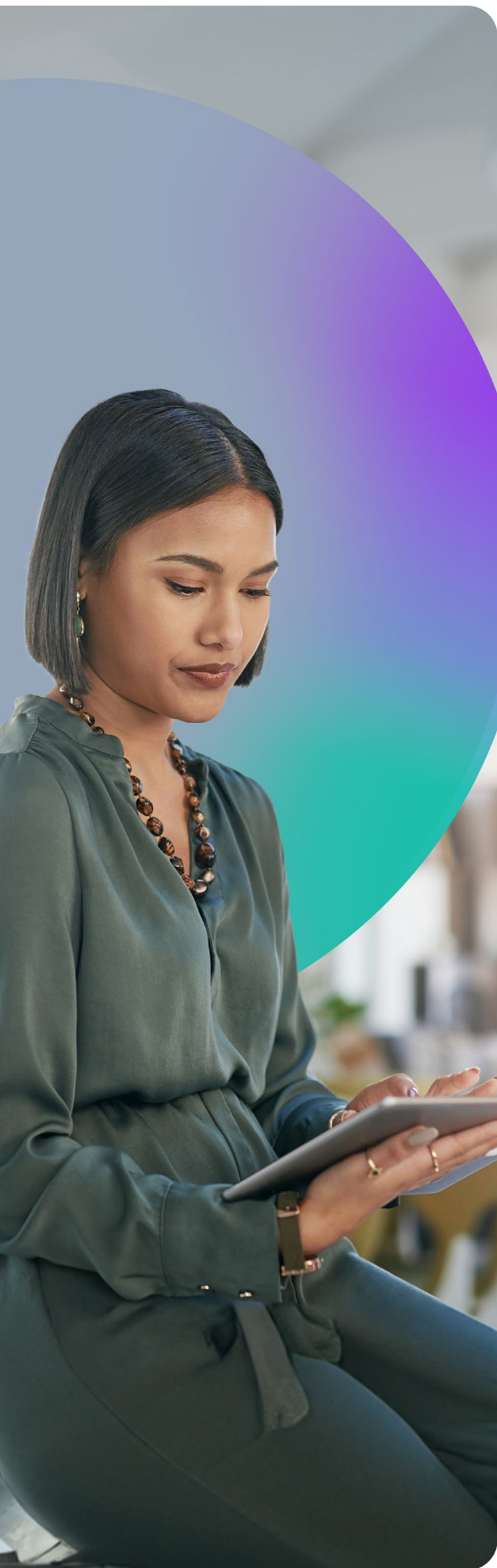
COMPREHENSIVE PLAN

Each person is entitled to up to eight sessions per presenting issue, which may be virtual, telephonic, or face-to-face, depending on clinical appropriateness.

CORE PLAN

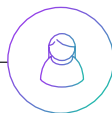
Each person is entitled to up to eight telephonic sessions per presenting issue, with up to four of these sessions available as face-to-face consultations for emotional or financial wellbeing concerns, where clinically appropriate.





HOW WILL THE TELEPHONIC COUNSELLING SERVICES WORK?

There will be a 24-hour toll-free support line that will provide confidential and professional counselling services for you and your dependants, direct family members or anyone living within the same household as you.



HOW WILL THE FACE-TO-FACE COUNSELLING SERVICES WORK?

You or your dependants will be offered up to eight face-to-face sessions for each presenting issue. Regular follow-ups with you or your dependants will be made by the Healthy Company coach.

If the nature of the presenting case requires additional counselling sessions, referrals will be facilitated outside of the programme for long-term or in-patient treatment.



HOW DO I GET IN TOUCH WITH MY HEALTHY COMPANY COACH?

You can access Healthy Company coaches through different service channels, such as:

COMPREHENSIVE PLAN

The support line for emotional assistance which is available 24/7. Please call **0800 320 420**.

The chat function on the Discovery website.

The chat function on the Discovery app.

CORE PLAN

The support line for emotional assistance which is available 24/7. Please call **0800 320 420**.



HOW MUCH WILL THE HEALTHY COMPANY SERVICES BE?

As an employee, you and your dependants have access to these services free of charge.



HOW SKILLED AND EXPERIENCED ARE THE HEALTHY COMPANY COACHES?

The programme is run by a range of highly-skilled professionals, from psychologists and social workers to trauma counsellors, legal advisers and debt counsellors.



HOW IS HEALTHY COMPANY SUPPORTED BY CUTTING-EDGE TECHNOLOGY?

Using the Discovery app and the Discovery website, it will allow you to have an overview of your comprehensive health and wellbeing profile, as well as give you access to wellbeing assessments and relevant interventions.

The benefits of this technology include:

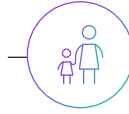
- 01** | A private and confidential way for Healthy Company coaches to reach out and check in with you if you are on the Comprehensive plan to offer guidance and support through the live chat function.
- 02** | Access to a library of comprehensive educational content, containing lifestyle articles, exercise and nutrition guidelines, doctor-authored checklists and short videos on lifestyle modification, independent financial education courses and budgeting tools.
- 03** | Risk assessments available through financial, lifestyle and emotional wellbeing assessments which you can access on an ongoing basis.
- 04** | A tool based on artificial intelligence (AI) to capture your mood and detect signs of emotional distress.

These tools, together with our team of counsellors, Healthy Company coaches and educators, will help guide you along a healthy wellbeing journey.

WHAT ARE THE BENEFITS OF JOINING HEALTHY COMPANY?

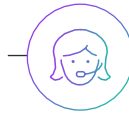
- 01** | You will get a good understanding of your health and wellbeing across physical, emotional and financial elements.
- 02** | You have access to proactive, relevant interventions across any of the four dimensions of wellbeing.
- 03** | Healthy Company offers you support and advice from a Healthy Company coach in a private and confidential setting, either telephonically or face-to-face. Members on the Comprehensive plan can also be assisted via the live chat functionality on the Discovery app or Discovery website.
- 04** | You have access to legal and financial experts, trauma counsellors, registered psychologists and social workers to assist you.
- 05** | Members on the Comprehensive plan, have access to referral services into existing healthcare programmes and into other wellness programmes where needed.
- 06** | You will get online lifestyle management services including a library of comprehensive educational material, assessments and tools to capture your mood and detect signs of emotional distress.

IF A CHILD WHO LIVES UNDER MY ROOF NEEDS TO SEE A PSYCHOLOGIST AS PER RECOMMENDATION BY THE HEALTHY COMPANY COACH, WILL THE SESSION BE FREE OF CHARGE?



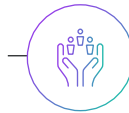
Dependants are classified as direct family living within the same household of the employee AND who are financially dependent on the employee. Qualifying child dependants would have access for up to eight counselling sessions with a therapist (social worker, registered counsellor or psychologist) through Discovery Healthy Company.

CAN EMPLOYEES CHOOSE A COUNSELLOR/COACH TO INTERACT WITH BASED ON PERSONAL PREFERENCES?



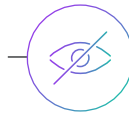
Healthy Company uses a network of counsellors, social workers and clinical psychologists. An employee will be referred to the most appropriate professional based on their unique situation and clinical best practice.

ARE THESE SERVICES AVAILABLE TO STUDENT DEPENDANTS FINANCIALLY DEPENDENT ON YOU?



Qualifying dependants are those living in the same household as the main member AND are financially dependent on the main member. Children (biological or adopted) who are still studying but are either away at boarding school or tertiary institutions also qualify.

DOES HEALTHY COMPANY SHARE DATA I PROVIDE, SUCH AS FINANCIAL INFORMATION, WITH OTHER DISCOVERY PRODUCT HOUSES?



Unless you provide consent for us to pass your personal information to other Discovery product houses, Healthy Company will not share this information. Please refer to our Privacy Statement on the Discovery website.

DO WE NEED TO BE ON MEDICAL AID SCHEME TO MAKE USE OF THIS SERVICE?



No, the Employee Assistance Programme (EWP) is available to all employees and their qualifying dependants, irrespective of which medical scheme they belong to.

IS IT POSSIBLE FOR THE CLINICAL PSYCHOLOGIST TO PROVIDE A REFERRAL TO A PSYCHIATRIST? DOES MY EMPLOYER OFFER COVERAGE FOR EXPENSES ASSOCIATED WITH PSYCHIATRIC SERVICES?



The Employee Assistance Programme (EWP) provides 'talk therapy' which is facilitated by either registered counsellors, social workers or psychologists. Yes, the EWP psychologist can refer to a psychiatrist where clinically appropriate, however the cost associated with psychiatric support will be covered by employee's medical aid benefits or from own pocket.

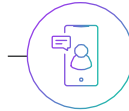
****Please check directly with your medical aid on level of cover provided under mental health benefits.*

IS THE HEALTHCARE PROVIDER GOING TO PRESCRIBE MEDICATION? ALSO, WILL THEY PROVIDE A SICK LEAVE NOTE?



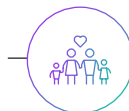
No, neither registered counsellors, social workers nor psychologists (talk therapists) are allowed to dispense medication. Therapists can provide proof of attendance, but not a sick note.

HOW DO MY DEPENDANTS ACCESS HEALTHY COMPANY?



Dependants have access to the services offered by Discovery Healthy Company, which include telephonic support and counselling with a Healthy Company coach, legal adviser, debt counsellor, or trauma counsellor. They also have access to face-to-face consultations with registered psychologists or social workers. However, they need to contact Healthy Company to arrange these services.

WILL MY DEPENDANTS HAVE ACCESS TO THE HEALTHY COMPANY APP AND WEB?



No, the app is only available to employees as the registered policy holders.



Chat to Healthy Company for free advice

Healthy Company is here for you. Access Healthy Company on the Discovery app, on our website at www.discovery.co.za or call us on 0800 320 420.

