

Protection Wellbeing Services changes: Adviser Q&A

This Q&A document covers the changes affecting the Employee Assistance Programme (EAP) and the Aviva DigiCare+ Workplace Health Check.

Employee Assistance Programme (EAP) Q&A:

Q1: Which policies will the EAP be accessible through?

To increase the mental health support available to employees, we are extending access to an EAP service, making it available with all Group Protection policies - Group Life, Group Income Protection and Group Critical Illness. Through these policies, all employees will have access to the EAP service, whether they are insured or not.

Q2: What are the changes to the EAP service?

HealthHero is the new provider of the EAP. The service offers:

24/7 helpline with access to:

- Counsellors for “in the moment support” and signposting
- Legal guidance
- Money/debt related support
- Manager support
- Following an assessment with a Counsellor and subject to clinical suitability, the option for one remote structured session (1 session per employee, per year)

“MyHealthHero” platform with self-help gives digital access to:

- Online CBT (Living Life to the Full)
- Wellbeing content including short videos and articles
- Option to choose date/time for an assessment with a counsellor

Q3: When will this change come into effect?

The HealthHero EAP will come into effect on 1 January 2026.

Q4: How does the ‘one structured session’ work?

- One structured session is a booked appointment where the employee has a remote counselling session with a counsellor of up to 50 minutes.
- It is defined by HealthHero as a “booked single session” and it is delivered remotely via telephone or video.
- Employees have access to one booked single session per year. This period is a rolling year so an employee will become eligible for this entitlement 1 year after their last allocation.
- The ‘booked single session’ is a more comprehensive and focused counselling session to the ‘in the moment’ support available via the 24/7 support line. In this session, the counsellor will seek to understand broadly what the presenting issues are so that the counsellor can provide general guidance and signposting to help the employee consider options.

Q5: Is the ‘one session per year’ rule strictly enforced, and what happens if an employee has multiple issues in a year?

Once an allocation of one booked session per annum has been used, HealthHero’s system will track this and the option to re-book will be restricted for the following year. In the moment support will still be available on an unrestricted on demand basis. If the employee returns to the 24/7 support line for further support, the focus will be to understand the main concerns, offer initial and general guidance along with signposting to more relevant services.

There is also an option for insured employees to use their entitlement of Mental Health consultations within the Aviva DigiCare+ Workplace app for further support.

Q6: Will HealthHero provide critical incident support?

Yes, HealthHero can provide critical incident support which would be entirely separate to the 24/7 support line service and is a paid for service. Prices available on request.

Q7: Will the EAP phone number change?

The phone number will remain as 0800 015 5630 – the current EAP number. Calls are free of charge from UK landlines and mobile phones.

Q8: How will employees access the service?

HealthHero provides access to the “MyHealthHero” platform.

My HealthHero platform will be available via the following URL for browser-based use:

URL: <https://my.healthhero.com>

Activation code: AVIVAPROTECTION

Registration code: AVIVAPROTECTION

Within the platform, users will be able to:

- Book a call with a counsellor
- Complete wellbeing assessments: Diet, Stress, Sleep, Habits, Fitness and more.
- Use Online CBT “Living Life to the Full” for support via a mix of e-books, videos and worksheets to help improve personal wellbeing within wide range of topics including: Improving relationships / Low Mood and Stress / Mindfulness / Overspending / Irritability and Anger.
- Self-help content within the platform includes audio guides, videos and articles with just one example being “Body” with sub-sections on: Heart, Diabetes, Sleep, Diet & Nutrition, Fitness, Men’s Health and Mind.

Q9: What qualifications do the counsellors hold?

The counsellors that manage counselling sessions via the HealthHero 24/7 support line are registered and/or accredited by a suitable professional body, such as the British Association for Counselling and Psychotherapy (BACP).

Q1: What is the change to the Health Check?

The Health Check service offered through the Aviva DigiCare+ Workplace app will move from annual to once every two years.

Q2: When will this change come into effect?

The Health Check will change to once every two years from 29 January 2026.

Q3: Why has Aviva made this change?

Data highlighted that repeat annual usage was low. To align with this, we have moved to the two-year proposition.

Q4: Are there any other changes to the Aviva DigiCare+ Workplace service?

There are no changes to the other services offered through Aviva DigiCare+ Workplace. The wellbeing proposition remains comprehensive and valuable. All other Aviva DigiCare+ Workplace services, such as Digital GP, Mental Health support, Second Medical Opinion, Nutrition services, are unchanged. The Wellbeing Library and Get Active remain accessible via the app.

Q5: Do advisers need to update policy documents or contracts?

No, there will be no changes to policy documents.

Q6: Will the Aviva DigiCare+ Workplace app be updated to help employees manage access?

Access to the Aviva DigiCare+ Workplace app will remain the same for employees. Employees will see the change in allocation in their app after the portal registration anniversaries for Aviva DigiCare+ Workplace. Your Aviva account manager can provide this information.

Q7: Are there any changes to how employers register for the Aviva DigiCare+ Workplace app?

No, there are no changes to the registration process. The process is set out below:

When contacting us we will work with you to gain the following six pieces of information to get started:

1. Scheme name
2. Companies House number
3. Scheme/policy number
4. Employer contact name
5. Employer contact email address
6. Employer contact telephone number

Square Health will send the employer an invitation by email with instructions on what to do next.

Once your client has loaded employee data into the portal (we only ask for the email addresses for their employees, nothing else), each employee will receive a welcome email asking them to validate their email address.

They will then need to provide consent and agree to the terms and conditions and the privacy policy for using the app to complete the registration and use the app.

After completing this step, Square Health will activate their account and the employee is ready to start using the service. Mobile data charges may apply when downloading or using Aviva DigiCare+ Workplace.

Q8: Does this change apply to new business only or also to existing schemes?

It applies to both new and existing schemes. For existing clients, the change will take effect from their next portal registration anniversary.

Q9: Will usage reporting or MI dashboards change to reflect once every two years Health Checks?

Yes, reporting will be updated to reflect the new frequency. Advisers will continue to receive MI showing engagement levels and usage trends, but Health Check metrics will now align with the once every two years schedule.

Wellbeing services are non-contractual benefits, which Aviva can change or withdraw at any time. Terms and residency restrictions apply.

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