



Employee Assistance Programme

The Health4Me Employee Assistance Programme provides members with access to professional counselling and wellness services. These services will help members to manage personal concerns that impact their wellbeing, productivity and performance at work, enabling employer groups to create a healthier and more resilient workforce.

Members have access to confidential services, via a dedicated toll-free contact centre, including the following telephonic counselling services:

Benefits

Counselling and support for adults

Confidential support services that provide preventative and proactive interventions for the early detection, identification and resolution of work, personal and health problems, that may adversely affect a member's state of mental or physical wellbeing, as well as their ability to perform at work.

Counselling and support for children and teenagers

Confidential support services that provide preventative and proactive interventions for the early detection, identification and resolution of problems that children and teenagers face, that may adversely affect their state of mental or physical wellbeing, such as self-image problems, peer pressure, performance anxiety, bullying, depression or exposure to drugs.

Trauma/critical incidence counselling

Members can access trauma support from experts and professionals 24 hours a day, 7 days a week
Assistance will be provided for members who have experienced physical or emotional trauma, such as: Rape, hijacking, child abuse, death or suicide of a close family member, armed robbery or assault, domestic violence, kidnapping or abduction.

Legal assist, credit health and debt management services

Members who require legal, debt or financial wellness advice can get assistance from fully qualified and experienced attorneys, financial consultants and debt rescue consultants.

Managerial support

Coaching and support for leaders and managers, to assist and equip them to deal with the challenges they may face in the workplace.

Contact information



Call **0800 2 B WELL (0800 2 2 9355)** for counselling and trauma support (available 24/7, 365 days a year).



Send a please call me SMS to **083 450 0508** (available during office hours between 08:00 and 16:00 from Monday to Friday).



Use live chat on the **momentumwellness.co.za** website (during office hours).



Send an email to **eap@momentum.co.za** for self-referrals. Managers who wish to refer employees for assistance can email formal referrals (available during office hours between 08:00 and 16:00 from Monday to Friday) on the managerial referral form to **eap@momentum.co.za**.



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Services

Step 1 Requesting the service	Employees will be asked for their ID number to access the service. Employees' dependants need to use the employee's ID number. Once the employee has been verified as a Health4Me member, the call will be routed to a case manager for a telephonic intake to ascertain their needs. Once counselling is approved, they will be contacted by a designated practitioner within 72 hours to book their first session telephonically. This session is generally conducted telephonically or via Skype.
Step 2 Assessment	Session 1 is a 50-minute assessment with a qualified counsellor to determine if short-term counselling will be effective for the member. If short-term counselling will not suffice, appropriate referrals will be made that will help meet the member's long-term needs.
Step 3 Intervention	Based on the number of counselling sessions approved, the designated counsellor will facilitate this process with the member telephonically.
Step 4 Support	In the closing session, the counsellor may recommend other avenues of assistance through the employer or external services that will enhance the member's journey to wellness.



momentum.co.za



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