

Generali UK Group Income Protection

Eligibility Matrix for Added-Value, Wellbeing & Support Services

Generali Day Zero, Early Intervention & Rehabilitation Services

[Click here](#) for supporting materials

	All UK Employees of UK GIP Policyholder		All UK Employees of UK GIP Policyholder	Insured member of UK GIP plan
	Non-Resident Dependent Parent	Eligible Dependant*		
Psychological Assessments	×	×	×	✓
Counselling and Therapy <i>Including CBT - Cognitive Behavioural Therapy</i>	×	×	×	✓
Eldercare Occupational Therapist Report [ESS**] <i>In respect of an employee's UK-resident dependent parent</i>	✓	×	✓	✓
Physiotherapy Assessments <i>Including provision of treatment plan</i>	×	×	×	✓
Functional Capacity Evaluations <i>Including chronic pain abilities determination</i>	×	×	×	✓
Occupational Therapist Reviews <i>Home & workplace visits/assessments and graded return to work plans</i>	×	×	×	✓
Specialist Medical Referrals	×	×	×	✓
Alternative Treatment Funding	×	×	×	✓
Vocational Rehabilitation and Training	×	×	×	✓
Surveillance and Due Diligence	×	×	×	✓
Mediation and Negotiation	×	×	×	✓

Generali / Optum Employee Assistance Programme

[Click here](#) for supporting materials

Online Support Service Portal www.livewell.optum.com	✓	✓	✓	✓
Telephone Counselling - 24hr <i>eg: Relationship, Stress, Post-Trauma</i>	✓	✓	✓	✓
Specialist Telephone Services - 24hr <i>C.A.B*** Equivalent, Financial & Debt, Legal</i>	✓	✓	✓	✓
Eldercare Telephonic Information & Signposting [ESS**] <i>Includes Occupational Therapist home-assessment & report where appropriate</i>	✓	✓	✓	✓
Management Consultation & Online Resources	✓	✓	✓	✓
Trauma Support & Advice Line	✓	✓	✓	✓
Online Cognitive Behavioural Therapy & Mindfulness Tools www.livewell.optum.com	✓	✓	✓	✓
Face to Face Counselling Referral <i>Discounted employer cost option £80.00 +VAT per session</i>	✓	✓	✓	✓
Face to Face Counselling Models with Management Information <i>Discounted employer Cost Option From £3.49 p.a. +VAT</i>	×	✓	✓	✓
On Site Workshops <i>Employer cost option - click here for more info</i>	×	×	✓	✓
On Site Health Kiosk (self-service) <i>Employer cost option - click here for more info</i>	×	×	✓	✓
On-Site Critical Incident & Post-Trauma Support <i>Employer cost option</i>	×	×	✓	✓

Generali - Best Doctors

[Click here](#) for supporting materials

Interconsultation Expert Medical Opinion Service <i>With secure electronic transfer of medical files</i>	×	✓	✓	✓
FindBestDoc <i>Assistance finding a top specialist - (UK residents only)</i>	✓	✓	✓	✓
FindBestCare <i>Assistance finding a top specialist or treatment facility outside the UK - (self-funded)</i>	×	✓	✓	✓
Medical Information Line - 9am-5pm	✓	✓	✓	✓
Medical Information & Video Portal (24hr)	✓	✓	✓	✓

* **Eligible Dependant** - Eligible dependants include the employee's spouse/partner, any parent, brother or sister living in the same household, any legal dependant under the age of 21 and in full time education, any legal dependant who is dependent on the employee because of disability, and for some services (as illustrated above) eligibility includes a non-household-resident dependant parent.

Note On Tax - Although general welfare counseling is exempt from benefits-in-kind taxation, any legal and financial advice is regarded as a taxable employee benefit. Employers are advised to make independent arrangements to declare this to their local tax office. Where services are offered to dependants, this may also be considered a taxable benefit.

** **ESS** - Eldercare Support Service [\[click here to learn more\]](#)

*** **C.A.B** - Advice equivalent to that offered by the Citizen's Advice Bureau in UK