



# Health Claims Bureau in partnership with MetLife

## Supporting employees every step of the way

Your employer cares about your wellbeing, therefore as part of your employer's MetLife Group Income Protection Policy they have access to MetLife's early intervention and rehabilitation service. This aims to help you stay at work or return to work after a period of absence due to illness or injury.

MetLife have partnered with Health Claims Bureau ('HCB') to carry out rehabilitation and early intervention support. They are proven industry specialists in early intervention and rehabilitation, and have provided services to insurers for nearly 20 years.

HCB are there to support you and will create a plan tailored to your needs to help you move from absence and health issues to recovery and return to work.

## Why have I been referred?

Your employer has approached MetLife as they have identified that you may benefit from additional support due to a recent illness or injury.

## What can I expect?

You'll receive a phone call from HCB to arrange an appointment for a home visit. You can have a friend or family member with you if you wish. Visits are usually carried out at your home address, unless you'd rather meet somewhere else.

This visit will last approximately 1 hour depending on your needs. During this visit the HCB specialist will cover a variety of areas including your current circumstances, medical history, how you're impacted on a daily basis, what you can still do, the treatment you're having and most importantly how you can best be supported.

After the visit HCB will produce a written summary of the visit and you can decide who this is shared with in your organisation. For example, with your line manager, Human Resources or your Occupational Health provider. You can review the summary before it's sent to your employer. The summary will cover the issues you've discussed and will make recommendations for further support for you.

HCB do not provide any medical treatment, however they can help you identify where you might benefit from additional treatment, whether that be through the National Health Service ('NHS') or private treatment.

We would encourage you to be as open and honest with the HCB specialist as possible and engage in the help that they can recommend. If there is anything you would rather your employer wasn't made aware of please let HCB know when they call or visit.

After the visit HCB will work with you and your employer to help you stay at work or make a return to the workplace. This support will continue as long as appropriate. This service provides on-going support to you. HCB will make recommendations and suggest reasonable adjustments to your workplace, which will be based on their assessment of your requirements and needs.

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