



# HCB Group in partnership with MetLife

## Supporting employees every step of the way

Your employer cares about your wellbeing and wants to ensure you are supported effectively to enable you to feel secure and valued in your workplace. As part of your employer's MetLife Group Income Protection policy they have access to MetLife's early intervention and rehabilitation services. These services are for both you and your employer, and are designed to help you stay in work or return to work following a health-related absence.

MetLife have partnered with HCB Group ('HCB') to carry out early intervention support. With their experienced team of registered Nurses, Physiotherapists and Occupational Therapists, they are proven industry specialists in early intervention and rehabilitation, and have provided services to insurers and employers for almost 30 years.

HCB Case Managers are there to listen and support you and will create a plan tailored to your needs to help you move from absence and health issues to recovery and, at the right time, return to work.

## Why have I been referred?

With your agreement, your employer has approached MetLife as they have identified that you may benefit from additional support due to a recent illness or injury, or the time might be right for you to consider returning to work after a period of absence. Your employer wants to make certain that everything is in place for your health and safety to ensure a supported and sustained return to work is possible.

## What can I expect?

You will receive a phone call from your HCB Case Manager to arrange a phone appointment or a home visit. You are welcome to have a family member or friend with you if you wish. HCB's aim is to make you feel comfortable during the appointment. It is for this reason that visits are usually carried out at your home address, but your HCB Case Manager will also be happy to meet you at work or another agreed address should you prefer.

During the appointment, the HCB Case Manager will be there to listen and understand your individual situation. They will cover a variety of aspects surrounding your health 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 be supported.

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

After the assessment, HCB will provide a written report which will cover the issues you discussed in the appointment, and make recommendations for further support for you. The report will be sent to your employer and to MetLife. You can also request for a copy of the report to be sent to you.

We would encourage you to be as open and honest with the HCB Case Manager as possible and engage in the help that they recommend. If there is anything you would rather your employer was not made aware of please let your HCB Case Manager know during your initial appointment.

The support you receive from your HCB Case Manager will continue as long as appropriate; this service is designed to provide practical support to you. There may be additional recommendations and adjustments required as you return to work and all HCB guidance is designed with your requirements and needs in mind.

[metlife.co.uk](https://www.metlife.co.uk)

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