



Discover MetLife 360Health

Employee Benefits from MetLife Ireland



360Health

Group Life cover is an important employee benefit, paid for by the employer on behalf of their employees. The MetLife policy comes with access to 360Health, our value added service offering. This supports employees, their spouse or partner, and their children (up to 23rd birthday) across **three key services**.



Digital GP service

Convenient access to a qualified GP online, by phone or video.



Mental Health Support services

One referral of up to 6 sessions per year.
Services are delivered Monday to Friday, 9am to 5pm.
Bookings can be made online 24 hours a day, 365 days a year.



Online Wellness Hub

Access helpful on-demand content from our online wellness hub including:

- Online Cognitive Behavioural Therapy (CBT) "Living Life to the Full"
- Wellness Assessments: diet, stress, sleep, habits and fitness.



Digital GP service

Digital GP gives members fast, convenient, discreet and secure access to medical services anytime, anywhere. There are three main ways to use the service.



Digital GP

Book unlimited telephone or video GP consultations through the 360Health portal. As part of your treatment plan, you may be offered a prescription, which can be emailed quickly to your chosen pharmacy.



Symptom Checker

Triage your symptoms using our online symptom checker. This guides you to the right clinician and the right service based on your symptoms. That may be a smart consult or online GP appointment, it gives you seamless, personalised support.



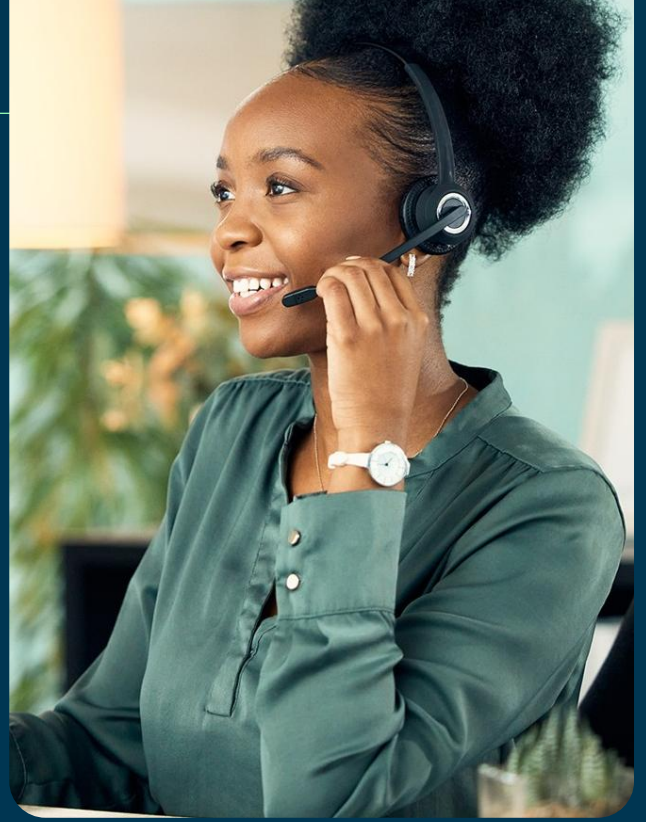
Message a Doctor

Short on time? Complete the interactive online questionnaire. A clinician will review it and respond within 2 hours with a tailored treatment plan. The service is fast, clinically safe, and designed around you. The treatment plan may include treatment available over the counter, a prescription, or arranging a GP appointment if needed.

Mental Health Support services

Our mental health service offers support and clinical guidance on a wide range of mild to moderate mental health concerns.

We offer one referral of up to 6 sessions per year.



After an assessment, and where clinically appropriate, you may be referred to structured counselling. This is a short term referral of up to 6 sessions to support mild to moderate mental health related issues.



In-the-Moment Counselling

In-the-Moment Counselling provides access to the counselling team, who are available 24 hours a day, 365 days a year by phone.



Solution Focused Counselling

Structured short-term therapy sessions of counselling or Cognitive Behavioural Therapy (CBT).



Online Cognitive Behavioural Therapy (CBT)

Digital self-guided programme or a blended model of digital therapy with clinical checkpoints from a counsellor, as required.



Bereavement Counselling

Provides 6 sessions of bereavement counselling. In certain circumstances, this can be extended to up to 8 sessions, subject to approval.

Our Online Wellness Hub

Our wellness hub offers a suite of resources to support physical and financial wellbeing on the MetLife 360Health portal allowing you to Live your Life to the Full.

These include on-demand videos and articles and regular health newsletters with ideas to improve day to day wellbeing.



Physical health



- Online health and fitness materials such as videos and articles covering a range of health-related topics.
- A monthly wellbeing newsletter.
- Wellness assessments that allow you to understand your diet, stress, sleep, habits and general fitness.

Financial health

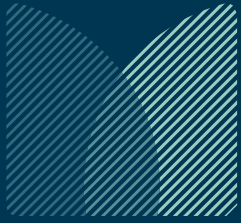


Information and guidance to support developing better financial wellness, including budget planning and debt management resources.

Mental Health and Wellbeing



Self-help resources include meditation and breathing exercises along with articles, videos and audios to help improve resilience.



Unlock MetLife 360Health

Once the group life policy has started, you will have access to MetLife 360Health. To access MetLife 360Health please use the portal via the following link:

360health.metlife.ie/

You can access the portal 24 hours per day, 365 days per year.

How do I register?

To register, members need a unique access code, provided and available from employers. Once you have the access code, log on and follow the simple registration steps on the portal.

Who is Health Hero?

They are one of Ireland's leading healthcare providers providing digital health advice and support. They have 500+ clinicians and have offered services to over 170k patients*. All doctors are trained and registered in Ireland.

The services are provided in partnership with



Powered by  HEALTH HERO



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GP24 and Mental Health Services, branded by MetLife as '360Health', are provided by HealthHero Healthcare Ireland, a company incorporated in Ireland with company number 670586 whose registered address is 3rd Floor, Waterloo Exchange, Dublin 4, D04 E5W7.

These services are non-contractual services and may be removed at any time.

* Source <https://www.healthhero.ie/patients>

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