

# Preventive case management

## Information sheet for employees



### Work-related stress or personal problems: both will affect your well-being and health sooner or later.

Helsana's preventive case management can offer you support before the onset of a serious illness or incapacity for work. Preventive case management covers various aspects of life: professional considerations, health-related aspects, and personal and financial circumstances.



#### Confidentiality is top priority

Your case manager is subject to the statutory data protection requirements. No data is discussed with third parties or entered in your insurance file without your consent.

#### 1 Notify Helsana of your needs

The responsible HR person will explain Helsana's preventive case management service. They then send the request for support to Helsana.

#### 2 Contact

The responsible Helsana case manager contacts you by phone. They provide you with detailed information on the available support and how to proceed. Following your written consent, you arrange an appointment for an initial personal discussion.

#### 3 Initial personal discussion

The responsible Helsana case manager then has a personal meeting with the employee. They discuss the employee's current life situation, define support measures and arrange follow-up meetings.