

Preventive case management

Offer for employees

Work-related stress, problems in your personal life or financial difficulties – all these are factors that may sooner or later affect your well-being and health.

Helsana's preventive case management can offer the affected employee support before the onset of a serious illness or the incapacity to work.

Preventive case management covers various aspects of life: professional considerations, health-related aspects, and personal and financial circumstances.

1 Notifying Helsana of your needs

The HR expert responsible for you will explain Helsana's offer of preventive case management. Then the request for support is sent to Helsana.

2 Contact

Once Helsana has received your request for support, the Helsana case manager responsible for you will contact you by phone.

You will receive detailed information on what support is available and how to proceed. Together, you will make an appointment for the initial personal discussion, and you will also provide your written agreement.

3 Situation analysis using StayOK

StayOK, an online tool developed by Helsana, serves to analyse your current life situation on an individual basis. You will use StayOK to answer questions about all aspects of life before the initial personal discussion.



Confidentiality is top priority

The Helsana case manager responsible for you is subject to the statutory data protection requirements. No data will be discussed with third parties or entered in your insurance file without your consent.