

Preventive case management (PCM)

Early support for employees under stress



Helsana
Committed to life.

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.

If this is recognised too late, it can lead to serious illness and incapacity to work.

Helsana's preventive case management (PCM) helps employers offer early support to their employees.

Detection at the right time – effective monitoring

Various aspects of life are covered by the analysis, action plan and support as part of preventive case management: Professional considerations are taken into account as are health-related aspects and personal and financial circumstances. A prerequisite for preventive case management is that no incapacity for work has yet been medically certified – even if this may seem imminent.



Preventive case management is recommended when the following signs or behavioural changes, for example, are noticed in an employee:

- Increased absenteeism
- Inconsistent performance
- Social withdrawal
- Above-average number of conflicts with colleagues, line managers or customers
- Repeated complaints, for example in relation to physical problems, tiredness, nerves
- Changes in appearance

Preventive case management in practice

1 Notifying Helsana of your needs

The responsible HR professional from the insured company explains Helsana's preventive case management offer to the employee. Then the request for support is sent to Helsana.

2 Contacting the employee

After Helsana has received the request for support, the responsible Helsana case manager contacts the employee by phone and gives them detailed information on what support is available and how to proceed. They make an appointment for the initial personal discussion and also get the employee's written agreement.

3 Situation analysis using StayOK

StayOK, an online tool developed by Helsana, serves to analyse an individual's current life situation.

The employee uses StayOK to answer questions about various aspects of their life before the initial personal consultation.

4 Initial personal consultation

A personal consultation is then held with the responsible Helsana case manager. The results from StayOK regarding the employee's current life situation are discussed, measures are defined to support the employee, and appointments are made for follow-up consultations.



Confidentiality is top priority

The responsible case manager is subject to the statutory data protection requirements. No data is discussed with third parties or entered in the insurance file without the employee's consent.

Committed to healthy companies

Helsana is your partner for all employee health issues. With our expertise, we help and support you and your employees to ensure they stay healthy or return to full health as soon as possible. We aim to improve your employees' health and reduce the risk of chronic conditions developing in the long term. You can rely on our extensive range of benefits and offers:



Health promotion

Helsana Business Health supports you in the implementation of comprehensive occupational health management.



Early detection

Our online tool StayWell and preventive case management offer your employees and management staff a quick way of accessing help if they experience mental or physical problems.



Reintegration

Our case management supports your employees from the first warning sign to their return to work.



Case management

We process benefit cases quickly and efficiently, and provide individual support for your employees.

Healthy employees are good news for everyone: your company, your employees and your insurer.



Would you like to find out more about
our offer for companies?

Visit our website at helsana.ch/en/companies

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The Helsana Group comprises Helsana Insurance Company Ltd,
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Progrès Insurance Company Ltd.