



ICAS WORLD, A LYRA HEALTH COMPANY

Your employee assistance
programme (EAP) partner:
anywhere, anytime



● **MetLife** and **AXA** in partnership

As healthcare costs continue to rise at a rate faster than general inflation the world over, it's hardly surprising that multinational employers, like you, are looking to tackle their biggest cost drivers.

Stress is all around us and, at times, can seem impossible to escape. Excessive levels of stress have been linked to negative effects on both your employees' health and job performance. Early intervention can help reduce the health problems, productivity losses and deterioration of job performance related to excessive stress.

To tackle this problem, multinationals need a service that is easily accessible, user friendly and available wherever and whenever your employees need it. Employee assistance programmes (EAP) offer an effective solution for stress reduction and personal performance management.

MAXIS GBN is partnering with ICAS World¹ to provide you with access to an EAP platform that can help your employees deal with a range of issues, whether emotional or financial, that can cause stress.²

ICAS World is one of the third-party suppliers that makes up our MAXIS Global Wellness solution. We launched MAXIS Global Wellness to help you offer cross-border, locally available programmes, complementing the medical and wellness solutions offered by our local member insurers. To do this, we have partnered with a number of carefully selected third party suppliers able to offer a consistent service the world over.

What solutions does ICAS World provide?

ICAS World can help your employees stay healthy and productive wherever they are in the world.

- **Access to psychologists** by phone, computer, mobile device or face-to-face. Consultations are available in approximately 75 languages and are completely secure and confidential.³
- **Over 80,000 clinicians** to provide support for employees and their families in 185 countries.
- **International coverage at a local level.** Professional clinicians and relationship management staff who are locally registered, and trained in all aspects of EAP, form a unique global team of experts whose can provide support at either the local or international level.
- **Local infrastructure** offering in-country call handling and sign-up, as well as account management by local professionals who know the culture and speak the language.
- **Comprehensive support** covering
 - financial advice, legal advice
 - telephone wellness coaching
 - family care support
 - leadership coaching/stress and time management
 - pre-assignment advice and concierge service
 - occupational health referral
 - support for managers.

1 ICAS INTERNATIONAL HOLDINGS LIMITED incorporated and registered in England whose registered office is at 85 Gresham Street, London, England, EC2V 7NQ.

2 MAXIS GBN may receive fees, commissions and/or other remuneration from third parties in connection with the services we carry out for you.

3 ICAS World April 2020. MAXIS proposal to clients on EAP solution (via ICAS World). PowerPoint presentation, Slide 2. ICAS World. Kent, England icasworld.com





Who is ICAS World?

ICAS World is a leading provider of Employee Assistance Programmes to the business community. Established in 1987, they have 34 years' experience in contributing to the health and performance of employees and organisations, with services provided through high-tech call centres and a multidisciplinary team of qualified professionals and consultants. Through their global network, they support more than 2400 companies and 6.5 million employees and their families. ICAS World provides counselling services 24/7, 365 days a year through a direct network of 43 local offices and a total presence in 185 countries delivering services using more than 80000 mental health affiliates.⁴

How can you work with ICAS World?

As a MAXIS client, you can work with the team at ICAS World to implement an EAP that will help your employees wherever they are in the world. ICAS World offers:

- a global service with local delivery
- guaranteed professional standards
- innovative service offerings
- a wide range of EAP products
- strict standards for data protection and client confidentiality.⁵

For more information on how you can implement a global wellness EAP with ICAS World, please visit maxis-gbn.com or contact your local MAXIS GBN representative.



⁴ ICAS World April 2020. icasworld.com/en/about-us ICAS World. Kent, England

⁵ ICAS World April 2020. icasworld.com/en/global-eap ICAS World. Kent, England



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