

# HealthiFlex - Epassi

## What is HealthiFlex?

HealthiFlex is a salary deduction benefit that gives employees and their partners access to discounted health assessments, both at-home and in-clinic. It's designed to support proactive health management and improve wellbeing.

- ☑ **Health Checks:** Discounts on health MOTs, cancer risk, menopause screening and much more.
- ☑ **Flexible Access:** At-home kits and/or 1,400+ UK clinics nationwide. As well as digital services such as remote GP, online counselling and virtual physiotherapy.
- ☑ **Easy Payment:** Spread costs via salary deduction; employer subsidy optional.
- ☑ **Exclusive Rates:** For employees and partners.
- ☑ **Trusted Providers:** Such as Nuffield Health, Bupa, Bluecrest, Radox, YorkTest.
- ☑ **Impact:** Cut sickness absence, boost engagement, support long-term health.

## Who is this guide for?

This guide is aimed at employers with admin access.

## Who is the Partner?

Epassi is the partner behind HealthiFlex, providing access to discounted **at-home** and **in-clinic health assessments** through its UK network of over 1,400 locations and top providers like Nuffield Health, Bupa, and Bluecrest.

## Employee Journey – Applying for HealthiFlex

- **Step 1: Log in –**  
Sign in to SmartHub using your usual details.
- **Step 2: Go to MyBenefits**  
From your Homepage or the mega menu at the top, open MyBenefits.
- **Step 3: Select HealthiFlex**  
Click on HealthiFlex from the list of available benefits.
- **Step 4: Start Your Application**  
Click “Apply Now” – this will take you to the HealthiFlex site.
- **Step 5: Select a health assessment**  
Choose the assessment you’d like.
- **Step 6: Review the Terms**  
Read through the terms and conditions carefully before continuing.
- **Step 7: Complete the Application**  
Submit your application before the cut-off date to ensure it’s processed.
- **Step 8: Get Confirmation**  
The employee will receive a confirmation email from Epassi with the details of their selected HealthiFlex assessment. If confirmed, they will be contacted by the Health provider.



# Approval Process

## Who approves applications?

Epassi will send the application to the employer for approval. The employer must confirm the correct distribution list for the verification emails.

### Step 1: Monthly Selection Window Closes

The **Healthiflex** window closes for employees making their selections.

### Step 2: Epassi Report for Approval

Approvers receive an email containing a **password-protected document** to complete the approval process.

### Step 3: Review Pending Approvals

Check the list of applications awaiting your action.

- Is this an employee of my organisation?
- Are they working their notice?
- Have they provided all the information correctly which I need to set up deductions? e.g. payroll number
- Will the value they have take them below minimum wage?

### Step 4: Update Report with Status

Choose either **Approved** or **Rejected** based on your review.

### Step 5: Send Report Back to Epassi

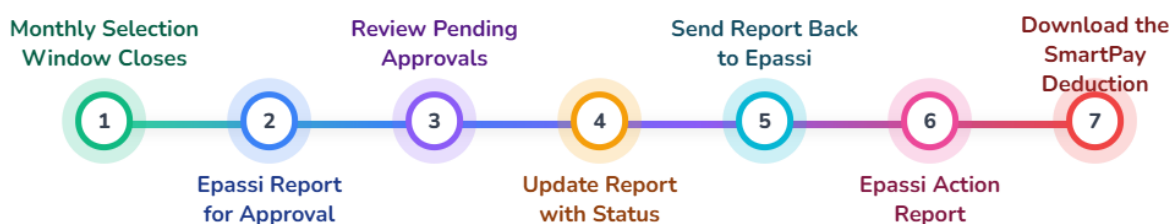
Return the updated report to **Epassi**.

### Step 6: Epassi Action Report

Epassi will distribute the **approved applications** to assessment provider and **Reward Gateway Edenred**.

### Step 7: Download the Smart Pay Deduction

All approved applications will be included for **Payroll** on the first deduction report after the 1st of the month following the approval cut off.



### When are approvals done?

- The application window closes on the 27<sup>th</sup> of the month at the latest and verifications will need to be confirmed by the 29<sup>th</sup>.
- During seasonal periods, the process may start earlier. Christmas dates will be communicated by Epassi several months in advance.
- If applications are not approved in time, the selection will be invalid and the employee must return to SmartHub to make the selection again on HealthiFlex.

### Notifications

The employer will receive an **email containing an attached document** that includes the employee selections from your Healthiflex account manager. This document is **password-protected** to ensure security. After reviewing, the employer will confirm which selections have been approved and will send that information directly to their Healthiflex account manager Epassi. Any **rejections** are handled by the employer.

## If the employee wants to cancel

HealthiFlex health checks can't be cancelled or transferred. This is outlined in the [Terms and Conditions](#) you agree to when making your selection.

- **Cooling off period**

Subject to the Consumer Rights Regulation the employee has 14 days after the date the HealthiFlex assessment was selected to cancel without penalty. If you've **already booked an appointment**, a charge may still apply.

- **What Happens Next**

When Epassi confirms your cancellation with Reward Gateway Edenred, **SmartPay will update your application status to "Cancelled."** This will be notified in the subsequent Deduction reports. Any deductions will need to be refunded to the employee via payroll.

**PLEASE NOTE :** All cancellation should be requested directly with Epassi and the Employer. No cancellation requests are actioned by Reward Manager.

# Invoicing Process

## Who Invoices Who

Invoices are created by our finance system and sent to the employer by email with the invoice attached. This is all based on an invoice that is received from Epassi.

## Frequency

Invoices are generated monthly after the benefit window closes and all approvals are completed. The timing depends on these steps rather than a fixed date.

## How Invoices Are Generated

Invoices are created by our finance system and sent to the employer by email with the invoice attached.

## Client Payment

The employer is responsible for settling the invoice within the agreed payment terms.

## Invoice Enquiries

Employers should direct **all invoice-related queries** to the Reward Gateway Edenred Finance team only.

- Accounts Receivable-RG [accounts.receivable@rewardgateway.com](mailto:accounts.receivable@rewardgateway.com)

## Reporting

### Deduction Report

A deduction report provides the employer with the information needed to make HealthiFlex deductions to an employee's payroll on a case-by-case basis. Details include employee name, benefits used, total deduction amount, the current deduction, and how much is left to pay off.

Employers can also filter the deduction report to show only new, continuous or closing applications, or they can choose to show them all together. The report can be downloaded into a CSV format where it can be formatted to meet each client's needs.

There are two reports available for you to choose from based on your requirements:

- **Detailed Report:** This report offers deduction information for each order made by an employee. This is our recommended report for deductions.
- **Summary Report:** This report presents the overall deductions for each employee.

### Help downloading a report

Check out this article and video for guidance on how to download a Deduction Report.

- [Smart Pay Deduction Report Article Link](#)
- [How to Download your Monthly Deduction report – Video](#)

## Partner Links

- [Epassi HealthiFlex Terms and Conditions](#)
- Contact details
  - [healthiflexhelp@epassi.com](mailto:healthiflexhelp@epassi.com)
  - 0345 300 6474

C1 – Public

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**Approvals**

<b>Name</b>	<b>Company</b>	<b>Title</b>	<b>Date</b>
Samantha Cleaver	Edenred – Reward Gateway	Consultant & Project Manager	12/12/2025
Jessica Allison	Epassi	Senior Partner manager	09/01/2025

**Change Control**

<b>Name</b>	<b>Version</b>	<b>Action</b>	<b>Date</b>
Samantha Cleaver	V1.1	Amends to the Cancellations wording	25/02/2025