

# Spark FAQs

## How to access Spark?

Spark is the name for our rich range of health and wellbeing services and can be accessed via the updated Spectrum.Life app or online at [landg.spectrum.life](https://landg.spectrum.life) from 1 July 2025. All employees will need to register to use Spark using an email address and an organisation code. The organisation code to use from 1 July 2025 is your L&G policy number. If you have your own unique url and organisation code, any of your employees who have already registered for the EAP app and portal provided by Spectrum.Life will be able to access Spark instantly by signing in using their registered email and password via the updated app or at [landg.spectrum.life](https://landg.spectrum.life)

**Further detail for these two options are as follows:**

**New to Spark Users:** If they are a new user or this is their first time registration, they should download the app from either the App Store/Google Play or visit <https://landg.spectrum.life/> to access Spark online.

When prompted, they should select “Email” (not access code) as their login method.

They will be asked to enter the following:

- First and Last Name
- Organisation Code
- Create a Password
- Repeat Password

And they will need to Click ‘Sign up’ to gain access and start using the services available.

## Existing Company Unique Code Users:

If they are an existing user and previously registered using the ‘Unique Company Code’:

- The app will update as at 1st July
- When prompted, they should select “Email” (not access code) as their login method
- They should the enter the password that they originally registered with

They’ll be logged in instantly and see all updated Spark services.

## Does an employee need to be insured to have access to Spark?

No. Access is open to all employees - insured or uninsured.

## What happens to employee access when they leave?

You don’t have to worry about restricting access for employees leaving the business. The services are provided at no extra cost and we’ll carry this access to services risk. Our existing services operate with the same or similar risks, monitoring and mitigations; without any significant access risks materialising.

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## Can my employees' family access Spark's health and wellbeing services?

Yes – the majority of services are available to your employees' immediate family. Immediate family includes partner, spouse or registered civil partner and children up to the age of 18 years old or up to the age of 21 years old if in full-time education where the employee is the parent or legal guardian. Child (under 16) appointments must be made by the parent. Please note, physiotherapy is not available for dependants under 16. Cancer Support & Awareness will not be available for dependants under the age of 18.

EAP immediate family includes spouse, partner, registered civil partner and children aged 16 to 24 in full-time education and who are living in the same household.

## How can my immediate family access the services they're eligible for?

Immediate family members, such as partners, spouses, registered civil partner and children, are eligible to use Spark services. However, some services may have age restrictions. For example, child mental health consultations are typically available for children aged 6 to 16.

Family members can access the Spark platform by:

Downloading the Spectrum Life app or visiting <https://landg.spectrum.life>.

Using your organisation code.

Immediate Family members and dependants aged 16 and above (to 21 in full time education and living at home) need to create a profile using their own email address, unless otherwise specified.

For dependants under 16, the parent or legal guardian must book appointments on their behalf.

## Can employees use Spark services while abroad?

Yes, users can access Virtual GP and Online Physio services while travelling outside the UK or residing in the Republic of Ireland or other non-UK countries (excluding the USA and Canada). However, in these cases, the service is limited to advisory support only – prescriptions and referrals are not available.

**EAP:** Regarding the cover on the EAP anyone would get access to the platform.

If you have selected to take out our Group Income Protection benefit - all employees will have access to structured counselling - if deemed clinically appropriate.

Employees would be able to access up to the 8 sessions of counselling, either virtually, or face to face if they are based in the UK/Ireland. If they are based outside of UK/Ireland and overseas, this support would be delivered virtually only.

This excludes the areas of USA and Canada due to different state laws and insurance in these locations.

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## **Virtual GP/Advanced Nurse**

**Practitioners/Physio:** Users can access the services from anywhere in the UK. For Virtual GP and Online Physio services: Employees can access services while traveling outside the UK or residing in the Republic of Ireland or other non-UK countries, excluding the USA and Canada. In these cases (excl. USA and Canada), consultations are limited to advisory support only; prescriptions and referrals are not available.

**Second Medical Opinion:** The Second Medical Opinion service offered via Spark by Spectrum.Life and RedArc is delivered through a panel of UK-based medical specialists. Consultations are aligned with UK NICE guidelines, meaning the recommendations and treatment advice are designed for and available within the UK healthcare context.

## **Cancer Support & Awareness:**

Perci Health's Cancer Support & Awareness services are accessible globally, as they are delivered entirely through a digital-first model. All underlying services are accessible by employees and their immediate family regardless of location, as long as they are covered under a relevant Group Protection policy and have access to the Spark platform.

## **Long term condition & wellbeing**

**support:** No restrictions on access - the majority of the medical information is generic and non-territorial specific but some of the content may only relate to UK NHS processes and support services.

**Adult & Elder Care Support:** This is an UK only based service

## **As the Virtual GP and the Online Physio services have moved from Teladoc to Spectrum.Life, what should employees do if they have an existing appointment with a Teladoc clinician after 1 July?**

Any cases that were initiated prior to the change will continue through to completion. Employees with scheduled sessions will still be contacted by Teladoc as planned. For video consultations, employees will receive an email containing a secure link to join the session. For telephone consultations, the clinician will call the employee directly. Although employees will no longer be able to log into the Health365 app or portal, this will not affect their ability to receive care. All scheduled consultations will proceed as arranged, and employees will be contacted accordingly.

## **Are the clinicians fully qualified and regulated in the UK?**

For the Virtual GP Service, all GPs are NHS-trained, are registered with the General Medical Council and continue with NHS work and appraisals. For the Mental Health services, all Psychologists have doctoral level training and are registered with the Health & Care Professions Council (HCPC). For the online Physiotherapy service, all Physiotherapists are also registered and regulated by the HCPC. Perci Health only works with highly qualified healthcare professionals who are experienced in cancer care. Their cancer nurse specialists have extensive experience working with cancer patients in the NHS and private sector. All healthcare professionals go through a thorough credentialing process, constant registration checks, and referencing.

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## **Will Spark clinicians share information with the users NHS GP?**

During the booking journey the user will be asked consent to share their personal data so that their NHS medical records can be updated. They do not have to agree but if they choose not to share the data, then this will have restrictions on the sick notes and prescriptions service. Information from the other clinical services is not routinely shared unless there is a specific reason to do so in which case their consent will always be requested and recorded for the specific situation.

## **Do employees still need the Health365 app/Teladoc?**

No. From 1 July 2025 the app will no longer be available. The user can delete the app from their devices as all available health and wellbeing services will be accessed via the Spectrum.Life platform/app.

The accounts will be securely deactivated on 1 July 2025, the consultation history and medical records remain securely held and stored for 8 years in accordance with the statutory minimum period for medical records and then they will be confidentially deleted in accordance with GDPR, ICO and GMC practice.

## **How do users/employees access the Virtual GP, Advance Nurse Practitioner, Online Physio?**

These services will all now be accessible in the Spectrum.Life platform/app. Once in the platform, the user can navigate to the GP, Nurse and Physio service tile. Here the user can begin their digital booking journey. On the first visit, the user will be required to enter their personal details, medical history and GP details and will be asked to provide consent as well as a reason for booking from a list and a brief description, and upload their photo ID, they will be then presented with the suggested clinician – they can go ahead and book the appointment and select the preferred method of delivery (video or audio) or they can override and chose a GP instead.

## **How do users/employees access the Child Mental Services?**

This services will all now be accessible in the Spectrum.Life platform/app. Once in the platform, the user can navigate to the Child Mental Health tile. Here the user can begin their booking journey. After agreeing to the service terms and providing consent, they complete a digital intake form with personal and child-specific information. Once submitted, the system enables booking of the initial 30 minutes session. The initial 30-minute session is booked by the parent or guardian through the Spark platform. Following this, the 60-minute child assessment is scheduled based on clinical recommendation and availability. The clinician will coordinate the second session directly with the parent or guardian.

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## How do employees/user access the second opinion services?

The user can call a helpline number 9am – 5pm Monday to Friday (this will also be displayed on the Spectrum.Life platform/app tile) to obtain second opinion on a condition, they have received a consultant’s referral. There will be nurse support pre and post consultation.

Please note that this service is not able to be used for mental health conditions or elected surgeries for beautifications.

## Do employees/user still need the ConnectPlus app?

If they have the app already on their phones, they do not need to delete it. Spectrum.Life platform will enable them to push through into the app from the platform using single sign on.

## What conditions can ConnectPlus help employee/user manage?

The ConnectPlus app supports self-management of long-term conditions such as cancer, MS, type 2 diabetes, stroke, long COVID, rheumatoid arthritis, heart conditions, and menopause.

Features include educational content and symptom tracking.

## What is Perci Health?

Perci Health offers a range of support to help users reduce their cancer risk or navigate living with or beyond a cancer diagnosis. Their service includes a clinically validated cancer risk assessment that evaluates lifestyle, family history, and health behaviours to identify areas where additional support or screening may be beneficial. Based on the results, the user will receive a personalised plan with expert guidance on lifestyle choices such as nutrition, exercise, and stress management, designed to support both prevention and recovery. Additionally, the user can connect with experienced cancer nurses via chat or video for compassionate support.

## How will Perci deal with data they are provided with?

Please refer to their Privacy Policy: [Privacy Policy | Perci Health](#)

## What do we mean by Adult and Elder Care Support?

This service, delivered through the L&G Care Concierge team, provides personalised guidance and information on care and support for adults aged 18 and over, including those in later life. While the team specialises in retirement-age benefits, they can also help identify suitable support for working-age adults. The service includes:

- A free telephone consultation with a care expert
- Guidance on planning, funding, and accessing care
- A follow-up email summarising the discussion, with tailored care guides and relevant services

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## **How do employees access the Adult and Elder Care Support?**

Employees can call a helpline number ( this will also be displayed on the Spectrum.Life platform/app tile). Open Monday to Friday, 9am to 5pm. Alternatively, they can start their conversation with Adult and Elder Care support by email by using [care.service@landg.com](mailto:care.service@landg.com).