



Mind Health



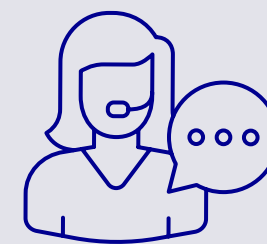
The subject of mental health is often overlooked because people do not fully understand it. Listening to ourselves and taking empowered action shows true strength, not weakness. It's not always the big changes in life that impact us either, it's those everyday things that can build up and affect our quality of life in many areas.

Whatever it is that your clients are facing, with access to the **Mind Health** service¹, the professionals are there to give tools and guidance to help them work through their struggles, getting them back on top and in control.

How it works

With the Mind Health service, customers can access consultations with a qualified psychologist over the phone or by video call. Customers are offered psychological assessment quickly, after which, the psychologists can provide help for a range of problems including anxiety, stress, and bereavement.

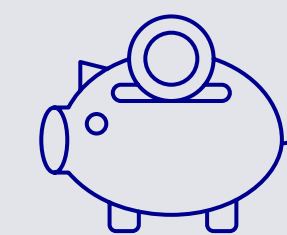
The Mind Health service is provided by Teladoc Health.¹ The service is available globally in English or Spanish, and customers calling from the UAE can access the service in Arabic or French, too.¹



Support from qualified psychologists for a range of mental health concerns*



Quick turnaround time from enquiry to psychological assessment – customers are offered appointments by the next working day²



Potential reduction of outpatient mental health claims with no impact on allowances or excess payments



The customer journey



1. Customer has a mental health concern and logs in to the Virtual Care from AXA app or online portal.



2. Customer selects the **Mind Health** service, and completes the form to request a consultation.



3. Customer completes assessment questionnaire, which will help the team to offer the right kind of support.



4. **Mind Health** team contacts customer to book psychologist appointment and up to five follow up sessions.²



5. Customer joins their scheduled appointment over the phone or by video call

We recommend all customers register for their **Virtual Care** services right away. That way, they can feel reassured there are appointments available to them whenever they need it. Encourage your clients to register today at virtualcarefromaxa.com or speak to them about downloading the app.



Benefits for individuals and families

- ✓ Allows customers to get mental health support wherever they are in the world, at a time that suits them.¹
- ✓ Full access to support without having to worry about underwriting or excess payments.
- ✓ Comprehensive psychology support to help the customer tackle the issue and work towards getting better.
- ✓ Fast, reliable access to health care, cutting waiting times for early interventions.*

Mind Health appointments are offered between 09:00 - 17:30, Monday to Friday (UK time).

For members calling from the UAE, appointments are available 09:00 - 20:00, Saturday to Thursday, and 09:00 - 16:00 on Friday (UAE time).

Benefits for businesses

With our **Mind Health** service, employees are free to access real support whenever they feel they need it.

The **Mind Health** service supports your clients' most valuable assets – their people. Here's a few more ways it could benefit your clients' business:

- ✓ **Mind Health** consultations aren't claims – they don't impact the claims spend or renewal premiums.
- ✓ There's an efficient referral to assessment timeframe, so the employee won't be left waiting.
- ✓ Minimising the risk of inaccurate referrals, as customers are referred by a doctor to the right support, in the first instance.
- ✓ Providing access to the service shows genuine motivation to provide employees with innovative support for their wellbeing and mental health as a key ethos.

Less than

43%

of expats told their employer they've experienced a mental health condition³

71%

of respondents surveyed who experienced poor mental health found it harder to secure or stay in a job³

*The Mind Health service is not designed for customers experiencing a medical emergency or personal crisis.

¹ Mind Health psychologist appointments are available between Monday and Friday, 09.00 - 17.30 (UK time). Appointments for members calling from the UAE are available between Saturday and Thursday, 09.00 – 20.00, and Friday 09.00 – 16.00 (UAE time). These services are provided by an independent third-party, [Teladoc Health](#).

² The Mind Health service is accessible for eligible customers, granting six sessions with a psychologist per mind health concern, per year.

³ [AXA Mind Health Report 2023 \(axaglobalheathcare.com\)](#)

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How Mind Health differs from traditional Employee Assistance Programmes (EAP)?

Mind Health	Traditional EAP
Integrated with Virtual Doctor and Second Medical Opinion services, with close ties to our customer service teams	Typically 'bolt on' to health insurance plan
Self-referral or doctor referral	Self-referral or manager referral
Psychologist-led service, accessed via telephone or video call	Typically counsellor-led, accessed via telephone or email
Potential for claims reduction with psychologist costs	No PMI cover for treatment by a counsellor

If your client's scheme size is less than 75 employees, the Mind Health service may be included with their cover. Please speak to your AXA representative to confirm. If their scheme size is 75 or more employees, they'll need to purchase the Mind Health service as an optional upgrade.

Useful links

For your clients
[Mind Health FAQs](#)
[Emotional wellbeing articles](#)

For your business clients
[Mind Health guide for group secretaries](#)
[Mind Health Report 2023](#)
[AXA's Mind Health Index](#)

