



Psychiatric Case management

Global healthcare

Millions of people suffer with their mental health at some point in their life and may need professional support to help them on their road to recovery. But for those who have a severe mental health condition, or who experience a mental health crisis, a different level of care is needed.

We understand the challenges and complexities this brings, which is why we have a dedicated care team who are committed to supporting members throughout their inpatient or day-care psychiatric treatment.

How it works

Once a member has been referred for psychiatric treatment, we'll assign them to one of our Dedicated Case Managers.

From medical admission and up to three months post-discharge, the Dedicated Case Manager is a single and trusted point of contact for the member. So whether its liaising with treatment specialists or managing claims invoices,

they're ready to provide them with the emotional and administrative support they need throughout their care journey.

Only once the member has been discharged for three months will their case be referred to one of our Personal Advisers, who'll ensure they have a smooth post-treatment transition.



Support from inpatient or day-care admission to three months post-discharge



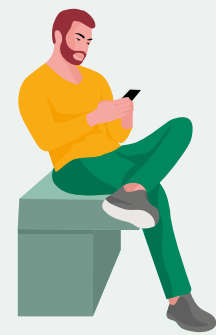
A highly personalised service from an award-winning customer service team¹



All-round management of a member's claim to help alleviate stress and administration concerns



A member's care journey



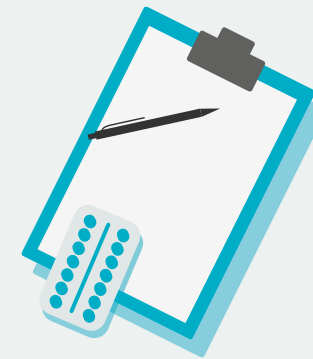
1. Treatment provider, GP or family member gets in touch with AXA to notify them that the member requires admission for a psychiatric condition.



2. A Personal Adviser refers the member to the Dedicated Care team.



3. The member is assigned to a Dedicated Case Manager who reaches out to them, their nominated person or treatment provider.



4. With their consent, the Dedicated Case Manager requests the member's medical report.



5. The Dedicated Case Manager stays in regular contact with both the member and treatment provider throughout medical admission and up to three months post-discharge. This is to support with any readmissions that're within the member's inpatient allowance.



6. Once the three months have passed, the Dedicated Case Manager hands the member's case back to one of our Personal Advisers for any further support they need.

Mind Health service

The Mind Health service² makes it simple for our members to receive mental health support, wherever they are in the world. For up to six video or telephone sessions,² they can connect with a fully qualified psychologist for help with a range of mental health concerns.

Anyone covered on the member's policy will also have access to the Mind Health service.



Members, or their nominated person of care, can get in touch with their Dedicated Case Manager Monday to Friday between 9am and 5pm (UK time) using our dedicated phone line.³

Support for individuals and families

- ✓ Members have access to their Dedicated Case Manager via a dedicated phone line and email service.
- ✓ One-to-one, tailored support from the Dedicated Case Manager throughout a member's treatment journey and up to three months post-discharge.
- ✓ Comprehensive support with claims administration.
- ✓ Access to the Mind Health service for members and any dependants on their policy.

Support for businesses

- ✓ Employees who are at home or on international assignment can access inpatient or day-care treatment if they've been referred for psychiatric treatment.

Who's eligible?

Our psychiatric case management service is available for members who are on our Global or Islands Health Plans, and who have been referred for inpatient or day patient psychiatric treatment.

Mental health conditions that may be diagnosed and treated by a psychiatrist include:

- anxiety and panic attacks
- phobias
- obsessive compulsive disorder (OCD)
- post-traumatic stress disorder (PTSD)
- personality disorders
- schizophrenia
- depression and bipolar disorder
- eating disorders e.g anorexia and bulimia.

Members can receive up to 100 days of inpatient psychiatric treatment to support them with their mental health needs. This limit is not dependent on how long they have health cover with us.

¹AXA – Global Healthcare won Customer Care Solution of the Year at the Insurance Times' Claims Excellence Awards 2021.

²The Mind Health service is not designed for members experiencing a medical emergency or personal crisis. The service is accessible for eligible members, granting six sessions with a psychologist per mind health concern, per policy year. Mind Health psychologist appointments are available between Monday and Friday, 09:00 to 17:30 (UK time). Appointments for members calling from the UAE are available between Saturday and Thursday, 09:00 to 20:00, and Friday 09:00 to 16:00 (UAE time). Members will usually be contacted the next day, from the date of their referral to discuss next steps. The Mind Health service is provided by an independent third party, Teladoc Health.

³The contact details for the Dedicated Case Manager will be provided to the member at the point of referral.

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