



Global healthcare

Mind Health service

Taking on life's challenges, together.



Mind Health service

The **Mind Health** service offers sessions with fully qualified psychologists over the phone.

Whatever it is that our members are facing, the professionals are there to give tools and guidance to help members to work through their struggles, getting them back on top and in control.

Members who've bought an individual policy for themselves and their families will have access to this service straight away. If their policy is provided by their employer, they'll need to check their healthcare hub to see whether this service has been included as part of their cover.

The level of support given depends on each members' situation – whether it's one phone call, or a course of up to six phone sessions.* The service is available Monday to Friday, 9am to 5pm UK time. So members can find a time that suits them,

from the comfort of their own home, or wherever they'd prefer. What's better, is they don't need to make a claim for their sessions, which leaves their policy benefits available for other things.

Working with **Advance Medical** (a Teladoc Health company) to provide this service, members can be assured that all consultations are completely confidential.



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*This service provides members with access to six sessions with a psychologist, per mind health concern, per membership year.

A service benefiting everyone

For members

A much quicker route to having psychologist consultations than traditional face-to-face sessions, with the same level of care.

A next working day turnaround time from enquiry to psychological assessment.

Available wherever members are in the world, in the setting of their choice.

Up to six, 50-minute sessions with the same psychologist.

Consultations don't come out of policy benefit limits, helping their cover stretch further. And their excess, if applicable, won't apply either.

For employers

Mind Health consultations aren't claims – they don't impact the claims spend or renewal premiums.

An efficient referral to assessment timeframe.

No risk of inaccurate referrals, as members are referred by a doctor to the right treatment, first time.

Different to a traditional Employee Assistance Programme. This service is run by psychologists, not counsellors.

It's a service to support employers' most valuable asset – their people.

「 Mind Health service from AXA. Support for mental health whenever and wherever it's needed. 」

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How to use the Mind Health service

1 Members will need to be registered for the **Virtual Doctor** service to book their appointment. Simply search for and download the '**Virtual Doctor from AXA**' app from the iOS or Android app store, or visit the [online portal](#) to sign up.

2 All they'll need to activate their access is their customer number, which they'll find on their membership card. It'll be in this format: [INTL]1234567 (they won't need to use the INTL as part). For example, using the format above, it'd be 1234567.

3 Request a video consultation or phone call with one of the doctors, referencing '**Mind Health**' as the reason for the appointment. Members under the age of 18 on the plan can use the service, too. A parent or guardian will just need to be with them at the beginning, and end of each appointment.

4 After the initial assessment, if the **Mind Health** service is right for them, the virtual doctor will make a referral to the **Mind Health** team who'll match the member with a psychologist, and book them in for their first session. The team will also send a welcome pack with some helpful information, to let the member know what to expect.

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