



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 a phone or video call.

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 received depends on each members' situation – whether it's one session, or a course of up to six sessions.¹ So members can find a time that suits them,² 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 **Teladoc Health** to provide this service, members can be assured that all consultations are completely confidential.



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¹This service provides members with access of up to six sessions with a psychologist, per mind health concern, per membership year.

²Mind Health psychologist appointments are available in English and Spanish between Monday and Friday, 09.00 – 17.30 (UK time).

If you are calling from the UAE, appointments are available in Arabic, English and French between Saturday to Thursday, 09.00 – 20.00, and Friday 09.00 – 16.00 (UAE time).

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.

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.

Avoid inaccurate diagnoses, as members are guided by highly qualified psychologists.

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.

No more need for a referral from a Virtual Doctor. If members want to use the Mind Health service, they can do so directly.

┌ Mind Health service from AXA. ┐

Support for mental health whenever and wherever it's needed. └

A service benefiting everyone

How to use the Mind Health service

1 Activate your account, or log in using the app, web portal or by calling Teladoc Health directly.

2 Select the Mind Health service and complete the form to request a Mind Health consultation.

3 You will then get an assessment questionnaire to complete via SMS and email.

4 Once the questionnaire is completed and received by Teladoc Health, you will get an SMS and email with a link to book your first Mind Health consultation. You can choose the time and date, and if you'd like a video or a telephone session. At the end of every session, the psychologist will send you a link to book your next appointment.

5 Sometimes the Mind Health service isn't appropriate for your needs. If that's the case, the Teladoc Health team will be in touch once they've received your questionnaire to guide you to the most appropriate care – which could be a referral to a psychiatrist or to seek emergency care.

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