



Mind Health service FAQs

The Mind Health service gives AXA – Global Healthcare members¹ access to fully qualified psychologists over a phone or video call. It's available through the Virtual Care from AXA service, and lets you choose where and when to have your sessions.



Frequently asked questions

Whatever it is that you're facing, the **Mind Health service** is here to give you tools and guidance to help you work through your struggles, getting you back on top and in control.



Using the service

Using the service

What is the Mind Health service?



It's one of the support services available through AXA's health plans. It gives you access to a real psychologist over a phone or video call, for up to six sessions, when you feel as though you need some mind health support². The service is provided by **Teladoc Health**, which provides the **Virtual Doctor service** and the **Second Medical Opinion** service you also have available to you.

If your policy is provided via your employer, please check your health hub to see whether these services have been included in your cover.

The psychologists are qualified and experienced, and will be able to offer support for most things.

Using the service

Using the service

How do I use it?



You can book an appointment through the [Virtual Care from AXA app](#). You'll need to install the app and activate your account using your customer number, excluding the INTL prefix.

Once you're all set up, tap on the **Mind Health service** and complete the form to request a Mind Health consultation. You will then get an assessment questionnaire to complete via SMS and email.

Once the questionnaire is completed and received by Teladoc, 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.

Sometimes the **Mind Health service** isn't appropriate for your needs. If that's the case, the Teladoc 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.

Using the service

Using the service

Who can use it?

If you're an AXA – Global Healthcare member with an individual health plan, you and any dependants on your plan will have access to the service as part of your support services¹. If your policy is provided via your employer, please check your health hub to see whether this service has been included in your cover. If there are dependants under the age of 18 on your health plan, they'll be able to use this service too. Simply book an appointment in the same way, and make sure that a parent or guardian is present at the beginning and end of each session.

The psychologists are qualified and experienced, and will be able to offer support for most things.

Using the service

Using the service

When can I use the service?

Mind Health psychologist appointments are available in English and Spanish between Monday and Friday, 09.00 to 17.30 (UK time). If you are calling from the UAE, appointments are available between Saturday to Thursday, 09.00 to 20.00, and Friday 09.00 to 16.00 (UAE time).

Anyone can use the service, whether it's a small worry affecting your sleep, or something bigger like a relationship breakdown or problems at work that you need some extra support with, the doctors and psychologists will be able to help.

If you find yourself in crisis and need immediate support, please contact your local emergency services.

Using the service

What type of things can I discuss with the psychologist?

The psychologists are qualified and experienced, and will be able to offer support for most things. Some of the more commonly discussed problems include:

- ✓ How to best cope with distressing life events and change
- ✓ Learning coping skills to manage emotions, in particular, low mood, anxiety, and anger
- ✓ Learning about mental health and wellbeing, to keep well
- ✓ Support to manage the mental impact of physical health conditions
- ✓ Relationship and psychosexual support
- ✓ Self-relation and self-esteem.

Using the service

Using the service

Is there anything the service can't help with?

The **Mind Health service** offers support to those struggling with mild to moderate mental health issues. For patient safety, it does not offer support to those who may be presenting with:

- Moderate to high risk of injury or harm to themselves or others
- Moderate to high risk of immediate injury or harm from others
- Severe and long-term mental health conditions, including Bipolar Disorder, Psychotic Illness, Personality Disorder, and low functioning Learning Disabilities and Autism Spectrum Conditions.

Once the assessment questionnaire (sent to you via SMS and email) is completed and received by Teladoc, you'll be informed whether the **Mind Health service** sessions will be suitable, or be guided to a more suitable path of treatment.

What to expect

Do I need to do anything before my first session?



When your appointment with a psychologist has been booked, you'll receive an e-mail with a welcome pack. This will give you an introduction to the service with some helpful information about what you can expect.

What to expect

You do not need to contact us or make a claim for your sessions.

What to expect

What type of approaches will the psychologist use within the sessions?

The psychologists at **Teladoc Health** are trained in Cognitive Behavioural Therapy, Compassion Focussed Therapy, Acceptance Commitment Therapy, Existential Therapy, Family and Systemic Psychotherapy, Schema Therapy, Psychodynamic Interpersonal Therapy, Solution-Focused Therapy, Cognitive Analytic Therapy, and many others.

After your assessment questionnaire is reviewed, you'll be assigned a therapist who is specialised and able to help with your particular concerns, to help you get the most appropriate care. You'll continue to see this same psychologist throughout all of your sessions, unless you request to speak to someone else.

What to expect

What to expect

How many sessions will I be able to have?

Through this service, you'll be able to have up to six sessions whenever you feel as though you need some mind health support³. The number of sessions will vary by patient, and the psychologist will discuss with you how many sessions will be appropriate to support your needs.

Each session will be over a telephone or video call and is up to 50 minutes long.

What to expect

What to expect

What to expect

How long are the sessions with the psychologist?



Each session will be over a telephone or video call and is up to 50 minutes long.

What to expect

What to expect

What happens after the sessions?



To make sure you're getting the most out of your sessions, your psychologist may suggest that in between your sessions, you do some further reading or exercises. They may recommend or provide you with written information or relevant podcasts or books⁴.

You do not need to contact us or make a claim for your sessions, unless your psychologist refers you for additional treatment with an alternative provider.

After your treatment

Will AXA or my employer know if I have used the Mind Health service?



The **Mind Health** service is provided by a third party called **Teladoc Health**, and this means that consultations and anything you discuss are completely confidential. No information is shared without your consent.

After your treatment

These sessions are included within your health plan and do not affect your policy allowances.

1 The Mind Health Service is now available to all individual and SME members. Access to the Mind Health Service is available for all Large Corporate groups who have chosen the upgrade. If you are unsure whether your plan includes this service, please check your health hub, or contact your AXA representative or company's HR team.

2 Mind Health psychologist appointments are available in English and Spanish between Monday and Friday, 09.00 – 17.30 (UK time). Appointments for members calling from the UAE are available in Arabic, English and French between Saturday to Thursday, 09.00 – 20.00, and Friday 09.00 – 16.00 (UAE time).

3 This service provides you with access to six sessions with a psychologist, per mind health concern, per year.

4 Any costs associated with the purchase of any additional recommended material will not be covered under your health plan.

AXA Global Healthcare (EU) Limited. Registered in Ireland number 630468. Registered Office: Wolfe Tone House, Wolfe Tone Street, Dublin 1. AXA Global Healthcare (EU) Limited is regulated by the Central Bank of Ireland.

AXA Global Healthcare (UK) Limited (reg. no.3039521), registered in England with registered office at 20 Gracechurch Street, London EC3V 0BG United Kingdom. AXA Global Healthcare (UK) Limited is authorised and regulated by the Financial Conduct Authority.

AXA Global Healthcare (Hong Kong) Limited is registered in Hong Kong (No. 2293457). Registered Office: 10th Floor, Vertical Square, 28 Heung Yip Road, Wong Chuk Hang, Hong Kong. PB92677b/03.23 (PPP, DAC & HK)

After your treatment

Do I need to make a claim for my psychologist sessions?

You do not need to submit a claim for your initial assessment or sessions with your **Teladoc Health** psychologist. These sessions are included within your health plan and do not affect your policy allowances.

After your treatment

These sessions are included within your health plan and do not affect your policy allowances.

1 The Mind Health Service is now available to all individual and SME members. Access to the Mind Health Service is available for all Large Corporate groups who have chosen the upgrade. If you are unsure whether your plan includes this service, please check your health hub, or contact your AXA representative or company's HR team.

2 Mind Health psychologist appointments are available in English and Spanish between Monday and Friday, 09.00 – 17.30 (UK time). Appointments for members calling from the UAE are available in Arabic, English and French between Saturday to Thursday, 09.00 – 20.00, and Friday 09.00 – 16.00 (UAE time).

3 This service provides you with access to six sessions with a psychologist, per mind health concern, per year.

4 Any costs associated with the purchase of any additional recommended material will not be covered under your health plan.

AXA Global Healthcare (EU) Limited. Registered in Ireland number 630468. Registered Office: Wolfe Tone House, Wolfe Tone Street, Dublin 1. AXA Global Healthcare (EU) Limited is regulated by the Central Bank of Ireland.

AXA Global Healthcare (UK) Limited (reg. no.3039521), registered in England with registered office at 20 Gracechurch Street, London EC3V 0BG United Kingdom. AXA Global Healthcare (UK) Limited is authorised and regulated by the Financial Conduct Authority.

AXA Global Healthcare (Hong Kong) Limited is registered in Hong Kong (No. 2293457). Registered Office: 10th Floor, Vertical Square, 28 Heung Yip Road, Wong Chuk Hang, Hong Kong. PB92677b/03.23 (PPP, DAC & HK)

After your treatment

What happens if six sessions aren't enough?

If you come to the end of your six sessions with your **Teladoc Health** psychologist, they may refer you to another therapist who can help support you on a longer-term basis with face to face treatment. In this instance, they'll write you an open referral with some recommendations on what type of therapist you'd need to see.

Please contact us on your usual helpline number to pre-authorise any further treatment, as this will be subject to your policy terms and available benefits.

After your treatment

1 The Mind Health Service is now available to all individual and SME members. Access to the Mind Health Service is available for all Large Corporate groups who have chosen the upgrade. If you are unsure whether your plan includes this service, please check your health hub, or contact your AXA representative or company's HR team.

2 Mind Health psychologist appointments are available in English and Spanish between Monday and Friday, 09.00 – 17.30 (UK time). Appointments for members calling from the UAE are available in Arabic, English and French between Saturday to Thursday, 09.00 – 20.00, and Friday 09.00 – 16.00 (UAE time).

3 This service provides you with access to six sessions with a psychologist, per mind health concern, per year.

4 Any costs associated with the purchase of any additional recommended material will not be covered under your health plan.

AXA Global Healthcare (EU) Limited. Registered in Ireland number 630468. Registered Office: Wolfe Tone House, Wolfe Tone Street, Dublin 1. AXA Global Healthcare (EU) Limited is regulated by the Central Bank of Ireland.

AXA Global Healthcare (UK) Limited (reg. no.3039521), registered in England with registered office at 20 Gracechurch Street, London EC3V 0BG United Kingdom. AXA Global Healthcare (UK) Limited is authorised and regulated by the Financial Conduct Authority.

AXA Global Healthcare (Hong Kong) Limited is registered in Hong Kong (No. 2293457). Registered Office: 10th Floor, Vertical Square, 28 Heung Yip Road, Wong Chuk Hang, Hong Kong. PB92677b/03.23 (PPP, DAC & HK)

