Mind Health service FAQs

The **Mind Health service** gives AXA Global Healthcare members access to fully qualified psychologists over a phone or video call. It's available through the **Virtual Care from AXA service**, wherever you are, whenever you're ready.



GET STARTED

Frequently asked questions

When stress, anxiety or life's challenges feel overwhelming, the **Mind Health service** is here. We'll connect you with qualified psychologists who will listen, support and help you to feel more like yourself again.

The service is provided by Teladoc Health.*

Using the service

What to expect

After your treatment



Using the service

What to expect

After your treatment

Using the service

- **What is the Mind Health service?**
- How do I use it?
- Who can use it?
- When can I use the service?
- What type of things can I discuss with the psychologist?
- Is there anything the service can't help with?

The **Mind Health service** gives you access to a qualified psychologist over a phone or video call, for up to six sessions when you need some expert mental health support[1].

If your policy is provided by your employer, please check your healthcare hub to see whether this service has been included in your cover.

Using the service

- What is the Mind Health service?
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You can book an appointment through the Virtual Care from AXA app / AXA Global Healthcare 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 Health, you will get an SMS and email with a link to book your first Mind Health consultation. 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 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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Most of our plans have **Mind Health** included as standard at no extra charge. The only exception is for large corporate employees, as your employer may not have selected the **Mind Health service** as an add-on.

To check if you have this service included, please refer to your healthcare hub.

Dependents over the age of 18

If you're over 18, and the service is appropriate for your needs, you're eligible for up to six , 50-minute sessions – per mind health concern, per year – with a qualified psychologist via video or telephone call.

Dependents aged 10 to 18

Your child can use the **Mind Health service** providing it's clinically appropriate and they're between the ages of 10 and 18.

Just simply click on their profile and request a consultation on their behalf. A qualified psychologist will review the request and call you to discuss your concerns. If deemed appropriate, your child will join the call with you and the psychologist for a one- off 90-minute consultation.

Dependents under the age of 10

If your child is under 10, they're unlikely to benefit from virtual consultations. However, you can have a consultation on your child's behalf to receive the support you need.

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- **When can I use the service?**
- What type of things can I discuss with the psychologist?
- Is there anything the service can't help with?

Mind Health psychologist appointments are available in English and Spanish between Monday and Friday, 08:00 to 20:00 (UK time). Appointments for members calling from the UAE are available in Arabic, English and French between Monday and Friday 09:00 to 20:00; Saturday 10:00 to 19:00; and Sunday 09:00 to 17:00 (local time).

This service is available for certain conditions and provides up to six sessions with a psychologist per non-emergency mind health concern, per year.

Using the service

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- **What type of things can I discuss with the psychologist?**
- Is there anything the service can't help with?

Whether you're experiencing stress or anxiety, burnout or bereavement, the **Mind Health service** gets you talking to experienced professionals who can help.

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

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- What type of things can I discuss with the psychologist?
- **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, such as bipolar disorder.

Once the assessment questionnaire (sent to you via SMS and email) is completed and received, 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

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

How many sessions will I be able to have?

How long are the sessions with the psychologist?

What happens after the sessions?

Therapists available through the service specialise in the type of support you require and who will give you the most appropriate care. They are trained in a wide range of mental health specialisms and will listen, support and help you to feel more like yourself again.

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 type of approaches will the psychologist use within the sessions?
- **How many sessions will I be able to have?**
- How long are the sessions with the psychologist?
- What happens after the sessions?

Through this service, you'll be able to have up to six sessions whenever you feel as though you need some mind health support[1]. 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.

What to expect

- What type of approaches will the psychologist use within the sessions?
- How many sessions will I be able to have?
- **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 happens after the sessions?

What to expect

- What type of approaches will the psychologist use within the sessions?
- How many sessions will I be able to have?
- How long are the sessions with the psychologist?
- **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 additional materials.

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?

No, consultations and anything you discuss are completely confidential, and no information is shared without your consent.

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

What happens if six sessions aren't enough?

After your treatment

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

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

What happens if six sessions aren't enough?

You don't need to submit a claim for your mind health sessions. They are included within your cover at no extra cost and do not affect your policy allowances.

After your treatment

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

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

What happens if six sessions aren't enough?

If you come to the end of your six sessions with your psychologist, they may refer you to another therapist who can help support you on a longer-term basis with 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.

*Our Virtual Care services are provided by third-party provider, Teladoc Health.

1 The Mind Health service is provided by Teladoc Health and is part of the Virtual Care from AXA offering. The service provides up to six sessions with a psychologist per non-emergency mind health concern, per year. For further information about the Mind Health service, including consultation availability, please **click here**.

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