

Your guide to...

Stronger Minds



No-one should have to face a mental health concern alone and that's why at AXA PPP healthcare we'll listen and ensure you get the support you need, when you need it.

Don't keep tough times to yourself. Help is just a phone call away.

Mental health concerns are more common than you might think – you're not alone.



people will experience a mental health problem in any given year.¹

¹ – Mind.org

If you feel like you are experiencing a mental health concern, the Stronger Minds team will ensure fast access to appropriate care, with no need for you to see your GP first.

1

Call your helpline

If you are experiencing any mental health concerns call your Personal Advisory team on the number below. They'll check that you are covered and pass you straight through to the Stronger Minds team.

2

Speak to an expert in the Stronger Minds team

One of the counsellors or psychologists will talk things through with you and make an initial assessment.

3

You'll be directed to clinical treatment appropriate to your needs, included as part of your plan

Having listened to your concerns, the counsellor or psychologist will suggest a treatment plan clinically appropriate for you. They'll be there to support and guide you throughout your treatment.

Frequently Asked Questions

Where do I have to go for treatment?

All our services are delivered by an approved provider through a national network which has been selected to deliver a high standard of quality care. With a comprehensive network of specialists, hospital based clinics, fitness and wellbeing sites as well as medical centres, you won't be far from treatment ensuring that your appointments can be kept convenient to work and home.

Do I need to see my GP before calling you?

No – with **Stronger Minds** all you need to do is call the helpline who will be able to pre-authorise your treatment if needed. You'll be able to speak with one of our specialist counsellors who will guide you to the most appropriate treatment.

What if I need further treatment or my condition worsens?

There may be times when a condition is complex or your treatment plan needs to be revised. In these instances your **Stronger Minds** team, will be there to support and guide you through the process, ensuring that you're completely comfortable with all of the recommendations for further treatment.

Will calling the Stronger Minds team affect my healthcare benefits or benefit limitations?

No it won't – the call for your initial clinical consultation won't impact your benefit limitations and neither will any counselling that is recommended by the Stronger Minds team. All other treatment though will be impacted in the usual way, as detailed in your healthcare scheme handbook.

How will treatment affect my out-patient limits?

The type and amount of counselling will be arranged as clinically appropriate by the Stronger Minds service. Only counselling arranged through Stronger Minds is covered by your plan. If counselling treatment is required then this will not impact any limit for out-patient treatment as shown in your handbook.

For more information and guidance on building a more resilient you, visit our online Mental Health centre on axapphealthcare.co.uk/health-information/mind-health

For more help and information contact our Personal Advisers on

Opening hours are Monday to Friday 8am – 8pm and 9am to 5pm on Saturdays and bank holidays
We may record and/or monitor calls for quality assurance, training and as a record of our conversation.

Visit your Wellbeing hub for more information on Stronger Minds

axapphealthcare.co.uk/

Username:

Password: