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healix⁷
HEALTH SERVICES

Mental Health Pathway



Mental Health Pathway

The importance of mental health wellbeing is becoming increasingly recognised in today's busy world. Acknowledging stress and anxiety and seeking help are the first steps to developing coping strategies and recovery.

Our Mental Health Pathway offers you support through a network of experienced therapists. There is no need to see your GP or obtain a referral letter. Should you experience mental health symptoms, our team of experienced Case Managers will talk you through our simple process and arrange a telephone assessment with a senior therapist at a mutually agreed time to determine the best course of treatment. This may include talking therapies such as cognitive behavioural therapy and counselling. Treatment can be arranged to commence within one week of assessment.

How to make a claim

If you are experiencing stress, anxiety or depression or any other mental health problem, please call the appropriate helpline number **0208 150 9702** and one of our experienced Case Managers will take your details, advise on available cover and arrange for you to have a call back with our network provider.

You can contact us from Monday to Friday 08.00-18.00 (excluding Bank Holidays) and Saturday 08.00-13.00.

There is no need to see your GP or obtain a referral letter*

Our network provider will speak with you to arrange a convenient time for you to have a telephone assessment with a senior therapist. This will give you an opportunity to talk through your concerns and agree on the best treatment pathway. This could be one of several options including:

- ↗ Face to face cognitive behavioural therapy (CBT)
- ↗ Guided online CBT
- ↗ Counselling
- ↗ Referral onwards to see a psychiatrist.

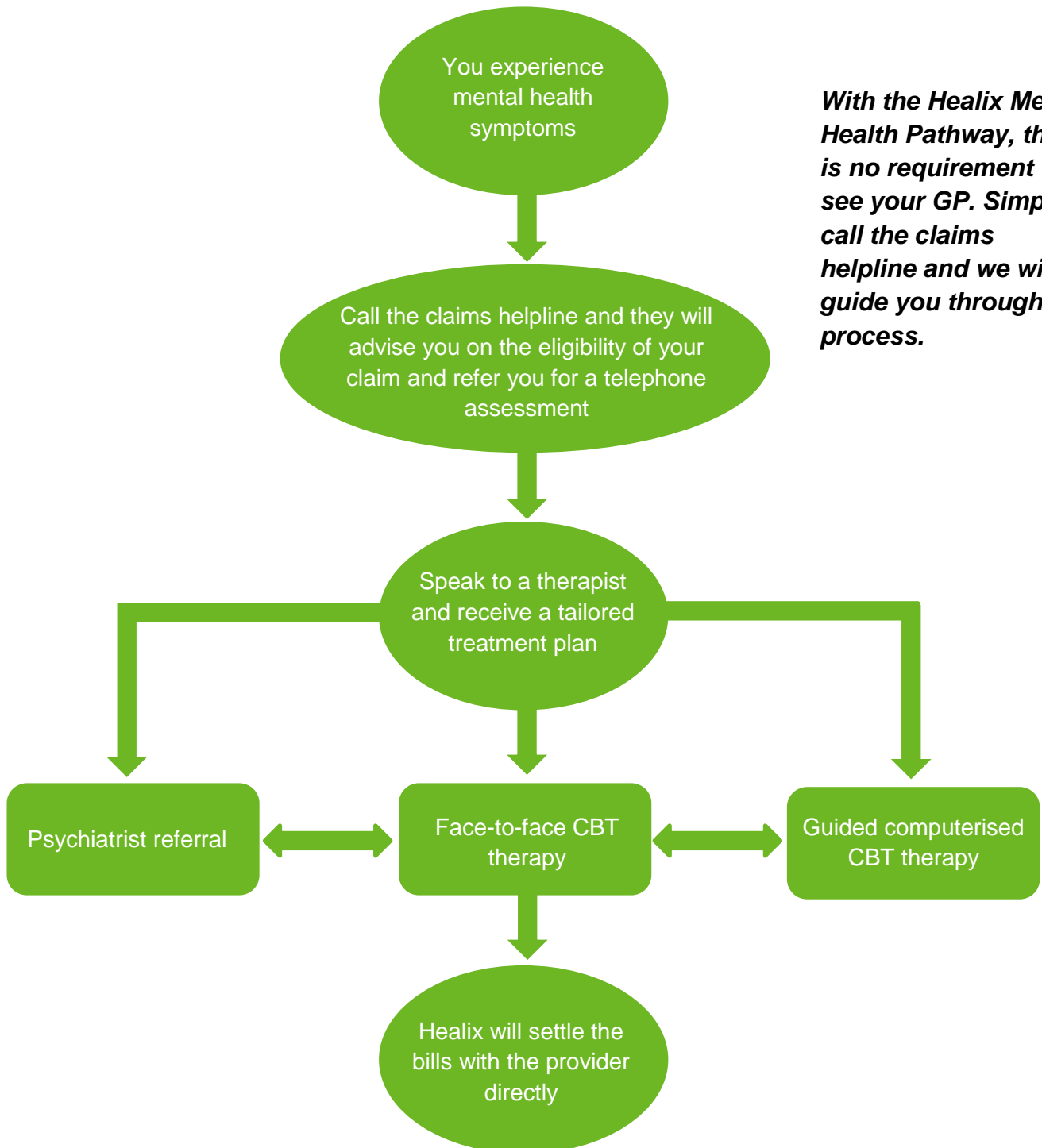
Once the best treatment pathway has been agreed, Healix will pre-authorise your assessment and treatment (within benefit limits where applicable) and settle all invoices directly.

Your excess and outpatient limit (where applicable) will be applied to eligible treatment.

Your scheme is designed to provide help for short to medium term treatment that restores you back to health. Therefore there is a limit to how much therapy is available to you. This will be discussed with you and managed by your Case Manager if necessary.

*Treatment which is delivered outside of network must be GP referred and under the direct supervision of a consultant psychiatrist

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With the Healix Mental Health Pathway, there is no requirement to see your GP. Simply call the claims helpline and we will guide you through the process.



FAQ's

How quickly will I receive my telephone assessment?

You will be contacted within one working day to arrange assessment. The assessment will be offered within two working days.

Where do I go to receive my treatment?

Our service is delivered by a national network of experienced therapists. We aim to ensure you will not have to travel more than 30 minutes away from your work or home base.

Will I need to pay for my treatment up front?

No. Healix will settle invoices directly with the provider. However, if you have an excess or exceed your outpatient benefit limit, you will then be required to settle these amounts directly with the provider.

Claims helpline: 0208 150 9702