

Barnett
Waddingham

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. With this in mind, Healix has developed a simple pathway to assist you in accessing treatment.

How to make a claim

Should you experience mental health symptoms you should first see your GP and explain how you are feeling. Your employer may also provide additional services through an Occupational Health Nurse or Doctor, or via an Employee Assistance Programme.

If a referral is made, please call the helpline on **0203 640 6826**. One of our experienced Case Managers will take your details, advise on available cover and arrange for you to have a telephone assessment with a senior therapist at a mutually agreed time to determine the best course of treatment. This could be one of several options including:

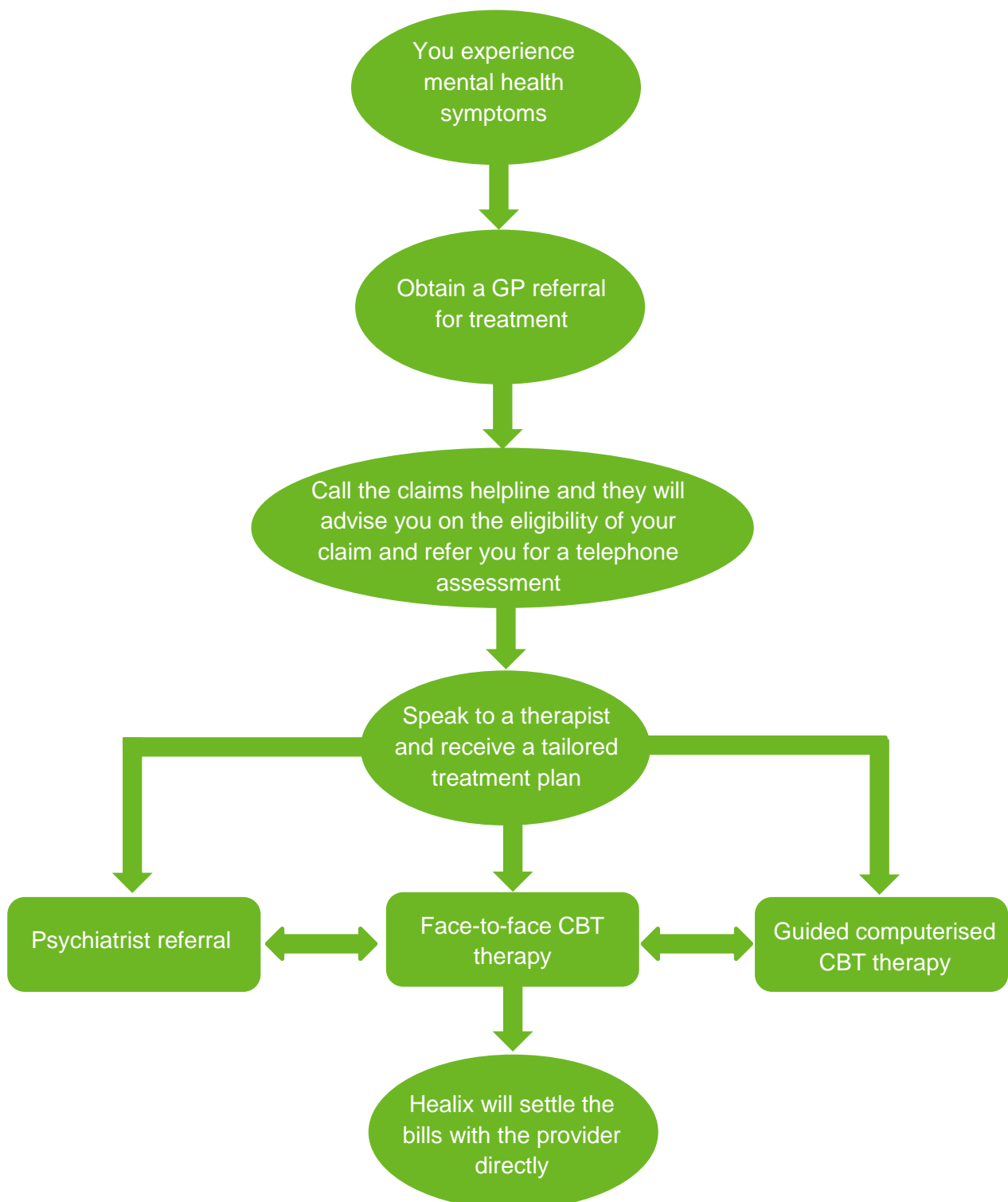
- ↗ Face to face cognitive behavioural therapy (CBT)
- ↗ Guided online CBT
- ↗ Counselling
- ↗ Referral onwards to see a psychiatrist.

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.

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

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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 0203 640 6826