Mental Health Assessment and Support Service

Faster access to support and treatment for mental health conditions via our clinically led pathway, Mental Health Assessment and Support Service. Without the need for a GP referral.

Benefit from:

Talking to an expert without any fuss

Simply call to arrange an assessment which will be carried out by a counsellor or psychologist.



Receiving the right care and treatment

Mental health conditions can be complex, and treatment can therefore vary enormously. Mental Health Assessment and Support Service counsellors and psychologists manage this daily, helping members to receive the most appropriate treatments to best meet individualised needs.

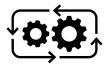
This could be in the form of self-help and life management to Cognitive Behavioural Therapy (CBT), counselling or referral to a psychiatrist.



Quality Care Nationwide

Treatment is provided by a carefully selected and approved network of counsellors and psychologists.

Treatment takes place in a Mental Health Assessment and Support Service preferred clinic, fitness and wellbeing site, or medical centre around the country at a time to suit you. Remote consultations can also be utilised.



Guidance every step of the way Whether the condition is complex, or the treatment plan needs revising, the Mental Health Assessment and Support Service team will always be there to help and guide you through the process.



Good to know

- There is no cover for the treatment of psychiatric illness on Plan 1a, Plan 1a Plus, Plan 2a, Plan 2a Plus, Plan 3a, Plan 3b or Plan 4, including access to Mental Health Assessment and Support Service.
- The Mental Health Assessment and Support Service is available to PHC members aged 18 and over only.
- Members can find out what plan they're on by referring to their Certificate of Cover.
- For more details on the service, please refer to your Membership Handbook.
- Access to the service without the need for a GP referral is subject to the terms and conditions and the underwriting conditions applied to your cover.

How to access

Call the PHC claims line on **0800 068 7111**.

They'll check you're covered and pass you straight through to the Mental Health Assessment and Support Service team. If you'd prefer, they can instead arrange for the team to call you back at a time that suits.

PHC is a trading name of The Permanent Health Company Limited which is authorised and regulated by the Financial Conduct Authority under reference 310293. Registered office: 20 Gracechurch Street, London EC3V 0BG. Registered in England and Wales No. 2933772. Write to us at The PHC, 32 Church Street, Rickmansworth, Hertfordshire, WD3 1DJ. T. 01923 770 000. The Permanent Health Company Limited is a wholly owned subsidiary of AXA PPP healthcare Group Limited and part of the global AXA group. AXA PPP healthcare Limited trading as AXA Health is the underwriter of PHC medical insurance policies. Registered office: 20 Gracechurch Street, London EC3V 0BG and registered in England and Wales No. 3148119. AXA PPP healthcare Limited trading as AXA Health is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under reference 202947. Calls may be recorded and/or monitored for quality assurance, training and as a record of our conversation. PB114348/04.24.

