



Mental health assessments and support service

A simple, fast journey to mental health treatment and support

1 in 6 adults have experienced a 'common mental disorder' like depression or anxiety in the past week.¹

Mental illness is often one of the most challenging health issues, and for the sufferer it can be as debilitating as many chronic physical conditions.

PHC's Mental health assessments and support service is there to provide clinically-led help and support as soon as you experience a mental health issue. You only need to make one call to our claims team to kickstart your road to recovery. The claims team will check that you're covered and advise you of the next steps to get in touch with the Mental health assessments and support service team. All 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 assessments 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 assessments 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 assessments 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 the Mental health assessments and support service.
- You can find out what plan you're on by referring to your Certificate of Cover.
- For more details on the service, please refer to your Membership Handbook.

How to access:

Call the PHC claims line on **0800 068 7111** or email **claims@thephc.co.uk**.

They'll check you're covered and advise you of the next steps to get in touch with the Mental health assessments and support service team.

This service is available to members aged 18 and over only.

*You can access this service without a referral from your GP unless we require further information to assess the eligibility of your claim. Please note that eligibility to use the service is subject to the terms, conditions and underwriting terms applied to your cover. For example, if you are covered on moratorium underwriting, we may require some further information from your registered GP.



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