

# BNP PARIBAS – THERAPIES GUIDE

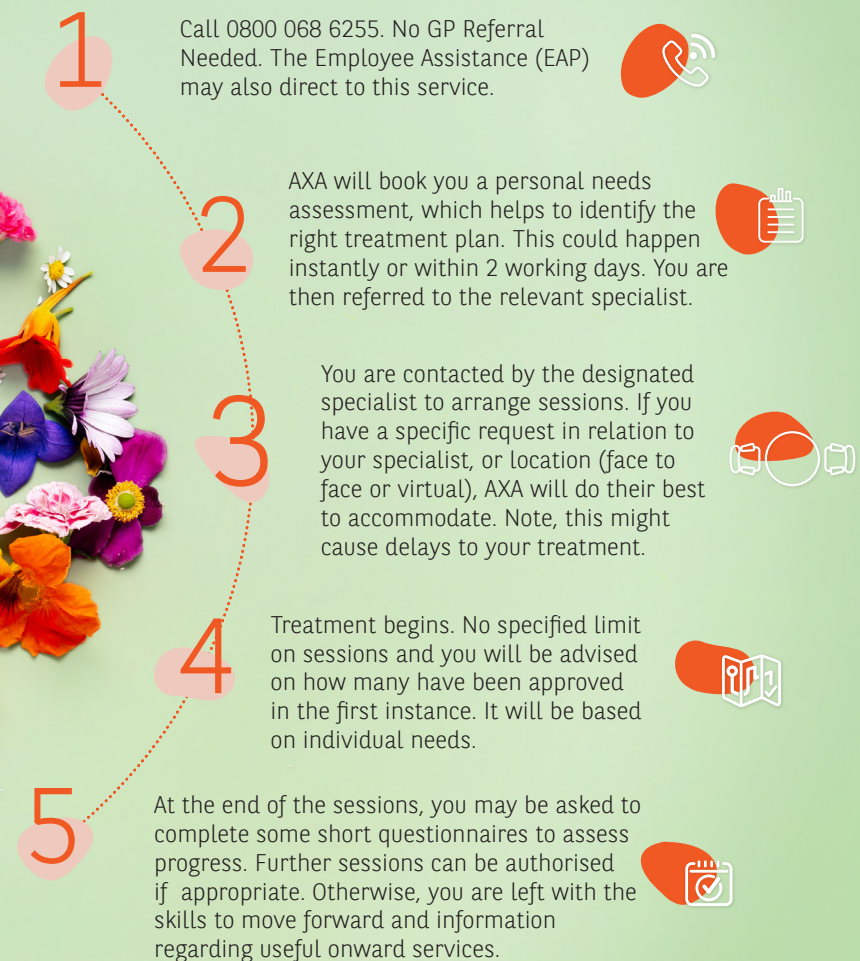
HEALTH AND  
WELLBEING  
CALENDAR 2023

At BNP Paribas, you can access a host of psychological support services whenever you need it, because Your Mind Matters. Read on to discover more about the routes to support.

## HCA Roodlane Medical – Psychological Services



## AXA Health Stronger Minds



BNP PARIBAS

Learn more about all of our Mental Wellbeing services  
Mental Health Support - Echonet mobile

YOUR MIND MATTERS



| Question                                                      | HCA (Psychological)                                                                                                                                                                                                                                                                                                                                                                                                    | AXA (Stronger Minds Pathway)                                                                                                                                                                                                                                                            |
|---------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| What service should I use?                                    | Your decision will be down to personal preference but rest assured both pathways are completely confidential and you will be speaking to fully trained professional therapists.                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                         |
| Who is eligible for treatment?                                | Anyone on the UK Private Medical Scheme (over 18 only).                                                                                                                                                                                                                                                                                                                                                                | Anyone on the UK Private Medical Scheme (over 18 only). For mental health support and guidance for Under 18's, click <a href="#">here</a> .                                                                                                                                             |
| How many sessions do I get?                                   | AXA tend to authorise 10 sessions initially, but there is scope for further authorisation if more are needed.                                                                                                                                                                                                                                                                                                          | There is no specific cap on sessions, rather, there is a 'case by case' basis.                                                                                                                                                                                                          |
| Will I need my AXA membership number and where can I find it? | Yes, particularly if calling for the first time. Your membership number can be found on any AXA correspondence. If you cannot locate this, please contact AXA directly on 0800 068 6255.                                                                                                                                                                                                                               | Yes, but AXA could find your details via another route if need be.                                                                                                                                                                                                                      |
| Do I keep the same therapist throughout my treatment?         | Yes, both AXA and HCA will match you with the designated specialist from a clinically approved specialism list. If you ever see different therapists on the odd occasion, this is VERY rare, and will likely be due to staff sickness and related absences.                                                                                                                                                            |                                                                                                                                                                                                                                                                                         |
| What happens when treatment ends?                             | Providing no further sessions are needed, you are advised to take away the skills learnt and take a break from the therapy. If, after a period of time, you feel as though you need to revisit therapy. You can repeat the process highlighted above. There may be less need to repeat some stages if the reason for returning is the same as previously and your initial needs assessment took place fairly recently. |                                                                                                                                                                                                                                                                                         |
| Will my appointment be the same day each week?                | The bookings team will try to keep it consistent. However, always double check with your therapist to confirm date and time of your next appointment.                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                         |
| Do I need to do anything in the build up to appointments?     | Your specialist will ask you to complete two questionnaires in the lead up to your first appointment. If any other preparation is needed, you will be given plenty of notice.                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                         |
| Can I request a specific therapist?                           | We will do our best to accommodate preferences, but note, this can delay the start of your treatment. Sometimes, this may not be possible.                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                         |
| Why have I been asked for Payment Details?                    | No-shows are not covered, and the cancellation policy states that you will be charged 50% of the fee if cancelled within 48 hours and the full amount within 24 hours.                                                                                                                                                                                                                                                 | AXA don't cover the cost of no-shows. So, if you are asked to provide some card details, it will be to cover the cost of any appointments that you don't attend (or cancel past a certain point). Note, not all therapists/regulated providers that AXA partner with will ask for this. |