

At a glance

Mental Health



What is mental health?

'Mental health' relates to a person's emotional and psychological wellbeing – thoughts, moods and behaviours. Depression, anxiety, obsessive-compulsive disorder and bipolar disorder are all examples of mental health conditions.

What customer need does it meet?

With one in ten people with mental health problems stuck on waiting lists for over a year before receiving talking therapies, and over half waiting more than three months¹, demand for this kind of support is high.

Many of us experience stress, however, if it becomes unmanageable, it can lead to or exacerbate a number of other mental health conditions.

Sufferers often go undiagnosed or worry about the stigma, so it is extremely important to tackle the barriers to accessing support.

Our approach

Members

We believe mental wellbeing is just as important as physical health. Our service focuses on guiding you to confidential support that suits your individual needs. By ensuring you receive the right help as soon as possible, we aim to catch mild mental health problems before they become bigger issues.

Employers

Stress and mental ill-health are two of the most common causes of long-term sickness absence in the UK³. They can also lead to or worsen many physical illnesses including diabetes, cardiovascular disease, skin disorders and bowel disorders.

With 10 percent of people with mental health problems on waiting lists for over a year before receiving talking therapies⁴, we can provide your employees with fast access to the help they need.

2,500

therapists
and psychologists
are there for you
with Bupa²

44%

of British
adults state
they currently
feel stressed⁵

10%

of people with
mental health
problems wait
over a year
for talking
therapies⁴

1 & 4 Mind 'We Still Need to Talk' Report. Nov 2013

2 Correct as at 3 March 2014

3 CIPD Absence Management Report 2013

5 YouGov Mental Health Survey on behalf of Bupa. Oct 2013

Why choose us for mental health?

Members

Specialist Patient Support Team

We have dedicated advisers, including mental health nurses, providing tailored customer service that takes into account your unique individual circumstances.

Personal care co-ordinator

If one of our members has complex needs, a personal care co-ordinator will be available to provide consistent support and guidance throughout the treatment journey (ongoing rollout during 2014).

Quality assured network

Our quality assured network is made up of over 2,500⁶ therapists and psychologists who have experience of dealing with all kinds of mental health problems.

Online resources

Our Healthy Mind Hub gives members access to a wealth of information on mental health topics. You can even listen to our relaxation playlist on Spotify.

24/7 telephone access to counsellors

Our members have access to experienced counsellors so you can talk about any problem that is worrying you whenever you need to. For corporate members, this applies where Bupa Healthy Minds is purchased by your employer.

Robust assessment and guidance

We assess the needs of our members quickly to ensure you are guided to the right treatment as soon as possible. For corporate members, this applies where Bupa Healthy Minds is purchased by your employer.

15.2 million working days were lost to mental health problems such as stress, depression and anxiety in 2013⁷

Employers

Convenient care

Your employees, in most cases, do not need a GP referral to access our service. They are able to self-refer to our triage service to get the help they need, when they need it, subject to the underwriting terms, and any eligibility queries. For corporate members, self-referral applies where Bupa Healthy Minds is purchased.

Around the clock

Your employees can access our confidential telephone advice service whenever they need to – from the office or from home. For corporate members, this applies where Bupa Healthy Minds is purchased.

Fast access

Prompt treatment can help reduce the problems of both absenteeism and presenteeism – where your employees are 'present' but unable to concentrate or work effectively due to their mental health problem.

Expert advice

We work with award-winning organisations at the forefront of mental health services to develop mental health care for your employees.

What others say about us

Member comments

“I’m so grateful for the support that Bupa provided when I needed them most and I’m now able to look to the future with confidence.”

Member

“The support I’ve had has taken me from being virtually disabled by my health problems to being able to go back to my old job.

Of course, when you have a mental health issue, you have to help yourself. But I couldn’t have done that without my wife, family, friends, employers, the healthcare professionals and Bupa. I think I’ve been incredibly lucky.”

Member

Adviser comments

“I’m part of a dedicated team at Bupa that deals exclusively with inquiries about mental health. We all have extensive mental health experience, be it with the Samaritans or as support workers on psychiatric wards. We’re there to talk people through what their policy entitles them to, make sure they’re informed about their options and answer any questions they might have about Bupa and their treatment.

When someone calls us, we try to make them feel able to talk about things that may be sensitive. We can explain treatments and any doors that their Bupa policy can open – including options they might not have considered.”

Kimberley Rowley,

Mental Health Support Team employee and Samaritan since January 2011

How we're here for you

With our emphasis on assessment, guidance and early access to confidential support, we continue to develop our mental health services.

Clinical expertise

We're proud to work closely with mental health specialists – the Tavistock and Portman, and the South London and Maudsley NHS Foundation trusts. They act as our clinical advisers in developing mental wellbeing services.

Mental health cover

We cover a wide range of conditions from common mental disorders such as depression to acute cases of schizophrenia.

Some of our schemes also cover self-harm and suicide and offer programmes for alcohol, drug and substance abuse.

Therapy access

You can seek support any time of the day or night (usually without the need to see a GP or psychiatrist first) through the Bupa Mental Wellbeing Line. However, if you have a corporate policy, you must have access to the Bupa Healthy Minds helpline in order to avoid seeing a GP first.

Therapist provision

All our mental health therapists are quality checked and fee assured. We have a network of over 2,500⁸ therapists and psychologists nationwide.

Specialist support

We have our own in-house Mental Health Support Team to help members with pre-authorisation, claims and emotional support

Please note: On some consumer legacy policies, mental health cover may not be applicable, please check as relevant.