

Mental Health Pathway



Poor mental health can have a devastating effect on ourselves and those closest to us. And, now more than ever, it's important we have someone to turn to when things get a little too much.

Our Mental Health Pathway gives you quick access to quality talking therapies and counselling should you ever feel overwhelmed or unable to cope. All you have to do is call our claims team so we can connect you with our clinical provider for assessment and appropriate treatment. It's as simple as that!

The service can offer real peace of mind. And, depending on your treatment, you may not even need to take any time off work. You'll be equipped with lifelong skills that can help you deal with triggers both now and in the future.

What you get with Solutions

Quick access to treatment	•	You can refer yourself for an assessment by a mental health practitioner without needing to see your GP.
Clinical treatment determined by front-end clinical assessment	•	Routing you to the most effective treatment, including direct escalation to specialist assessment if necessary.
Cover based on clinical need	•	Treatment continues as clinically appropriate, reducing delays in treatment for talking therapies and unnecessary admission to in-patient care.
Simple claim process	✓	You only need to contact our claims team once, then our independent clinical provider will oversee your treatment.
Range of treatment options	•	Including online cognitive behavioural therapy (CBT), remote or face-to-face talking therapies, and psychiatrist assessment.
Wide range of practitioners	•	We offer a range of experts, including clinical psychologists, CBT therapists, talking therapies consultants, psychiatrists and counsellors.
Support for family members	•	Dependants from the age of 12 can access this valuable service.

If you would like more information, visit aviva.co.uk/health

This brochure's also available in braille, large print and audio format. If required, please contact us on 0800 092 4590 to request a version in a format more suitable for you. Calls may be monitored and/or recorded.

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