

# Mental health pathway

**One in four of us experience mental health problems in any given year.\***

We're all unique, with individual needs and we believe that mental health treatment should be tailored to your personal requirements. That's why we offer a clinically driven, flexible approach to mental health treatment.

Our mental health pathway follows a clinical, results-driven approach, enabling us to customise the support you receive - ensuring that your treatment is guided by medical need.

Starting with a telephone clinical assessment and followed by a range of treatment options that may include:

- cognitive behavioural therapy (CBT), acceptance and commitment therapy, person-centred therapy, interpersonal psychotherapy, EMDR (eye movement

desensitization and reprocessing therapy) and psychodynamic counselling (via video or telephone)

- face-to-face treatment
- assessment and treatment by a psychiatrist/psychiatric specialist
- in-patient care, where clinically indicated.

All treatment is led by experienced mental health therapists working in conjunction with our third party clinical provider.

Then, at the end of treatment you'll be provided with a plan to support you in the longer term to help manage your symptoms.

Full terms and conditions apply - see your customer documentation for further details.

**Call the customer service helpline to access the mental health pathway**

\*[england.nhs.uk/mental-health/adults/](https://www.england.nhs.uk/mental-health/adults/). Accessed June 2025.  
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 **AVIVA**

# How to make a claim

**If you're worried about your mental wellbeing, our mental health pathway can help. There's no need for a GP referral, just follow these easy steps. Members aged 11 and under will need to get a GP referral before contacting the customer service helpline.**

## **Step 1 - Call the customer service helpline**

Please call the customer service helpline, which can be found in your customer documentation, and ask to be transferred to the pathway for help with your mental wellbeing.

## **Step 2 - Telephone clinical assessment**

We'll transfer you to our third party provider to get your treatment started, and a therapist will conduct a thorough assessment with you. Or, if you prefer, we can arrange a suitable time to call you back.

## **Step 3 - Get your personal treatment plan**

From a range of treatment options including talking therapies, counselling, psychology and psychiatry, the therapist will agree what's the most appropriate help for you. After your treatment, you'll be given longer term goals and a relapse prevention plan.

## **Step 4 - Let us pay the bills**

We'll settle eligible bills directly with the treatment provider. No excess or out-patient limit (if applicable) is applied to treatment received through mental health pathway.

## **Need this in a different format?**

Please get in touch if you'd prefer this leaflet (GEN6719) in large print, braille, or as audio.

**How to contact us:** ☎ 08001583348 @ contactus@aviva.com 🌐 aviva.co.uk

**Lines are open Monday to Friday from 8.00am - 6.30pm. Calls may be recorded and/or monitored.**

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