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## Mental health terms and conditions

### Our mental wellbeing benefits are;

Psychiatric / Psychologist / Psychotherapist Consultations Benefit (subject to registration) 100% of costs, up to \$240, 3x consultations (\$720 total).

Eligible providers, the provider must be registered under either the New Zealand Psychologists Board, or the Psychotherapists Board of Aotearoa New Zealand.

Counsellor benefit (subject to registration) 100% of costs, up to \$120, 3x consultations (\$360 total).

Please note; cover is for up to three sessions in total only.

Eligible providers, the provider must be registered under either the NZ Christian Counsellors Association (NZCCA), NZ Association of Counsellors (NZAC), or Drug and Alcohol Practitioners Association of Aotearoa-NZ (DAPAANZ).

These enhanced benefits apply for services undertaken between 1 January 2023 and 31 December 2023.

### Why have we partnered with Clearhead?

We support mental wellbeing and we're doing something practical about it, by 1) providing enhanced mental wellbeing benefits, 2) partnering with Clearhead for improved and more timely access to therapists.

### Who is Clearhead?

Clearhead is a digital mental wellbeing service, providing our Members with access to over 250 therapists. Sessions can be undertaken in person, or online, with the therapist.

As sessions are able to be undertaken online, we believe this partnership with Clearhead supports our Members who may experience geographical issues when accessing support.

### Will my session be fully funded if I book through Clearhead?

Yes. To support our Members, we have partnered with Clearhead, providing full funding for these mental wellbeing sessions.

Please ensure you book through the special landing page we have developed for our members, in partnership with Clearhead. This can be found at [unimed.clearhead.org.nz](https://unimed.clearhead.org.nz). Booking through this landing page ensures your session will be fully funded, for up to 3x sessions.

Should you book through Clearhead's website, or by utilising a therapist who is not part of the Clearhead network, you will need to pay and claim, with reimbursement based on the benefit levels outlined above.

### Am I able to utilise my own provider, or do I need to utilise a therapist through Clearhead?

Yes, Members are able to choose their own provider. If you choose to undertake through your own provider, you will need to pay and claim to seek reimbursement of the associated costs. Benefits are payable based on their professional registration of the treatment provider and benefit limits. One of the benefits of our partnership with Clearhead is that we have arranged direct payment, providing more convenience to you, with no out of pocket costs.

### What happens if I cancel an appointment within 24 hours of the booked therapy session through Clearhead?

We will reimburse the costs of this session to Clearhead, as per their therapists cancellation policy. However, this session will be counted towards your session limit.

### How do I claim?

For your ease, we have partnered with Clearhead to simplify the claims process. By booking through our Clearhead webpage [unimed.clearhead.org.nz](https://unimed.clearhead.org.nz) your fully funded sessions will be paid directly by UniMed. When booking, you will need your date of birth and UniMed Membership number to access up to three free sessions. Alternatively, you are able to access therapy through a registered provider of your choice. In this instance, you will need to follow our usual process for payment and making a claim.