

Mental Health Terms and Conditions

January 2025

Our mental wellbeing benefit is:

3 mental health and wellbeing sessions in total with a:

Psychiatric / Psychologist / Psychotherapist consultations (subject to registration)

- 100% of costs up to \$240 per consultation. Total of 3 consultations.
- Eligible providers, the provider must be registered under either the New Zealand Psychologists Board, or the Psychotherapists Board of Aotearoa New Zealand.

Counsellor consultations (subject to registration)

- 100% of costs up to \$120 per consultation. Total of 3 consultations
- 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).

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

These enhanced benefits apply for services undertaken between 1 January 2025 and 31 December 2025.

Who have we partnered with?

We support mental wellbeing and we're doing something practical about it, by 1) providing enhanced mental wellbeing benefits, 2) partnering with 3 Big Things and Clearhead for improved and more timely access to therapists.

Members can opt to receive support from a provider of their choice or through our specialist partners, 3 Big Things or Clearhead.

3 Big Things, who prioritise lifelong health and mental wellbeing through prevention approaches are a team of dedicated professional psychologists who have created a range of services where organisations and individuals can access high-quality, evidence-based psychological support wherever they are in Aotearoa, in-person or virtually.

Clearhead, a digital mental wellbeing service is available for online or in person sessions with 500 therapists to choose from across New Zealand, including psychologists and dedicated Māori and Pasifika professionals. There's virtually no delay, so members can book an appointment online to receive help usually within 24 hours.

Will my session be fully funded if I book through your partners?

Yes. To support our members, we have partnered with 3 Big Things and Clearhead, providing full funding for these mental wellbeing sessions.

How do I book with 3 Big Things?

If you would like to book with 3 Big Things, you can do so by emailing the team at contact@3bigthings.co.nz, calling them on 0800 324 484 or booking an appointment with one of their team members through their website 3bigthings.co.nz/meet-our-team.

When booking through the website, select the UniMed Funded Wellbeing Support option, which will ensure that your session is linked with the 3x sessions and 3 Big Things will be paid directly by UniMed. When booking, you will need to include your UniMed Membership number as well as the organisation you work for (if you are covered by a workplace group scheme).

How do I book with Clearhead?

If you would like to book with Clearhead, please do so through the special landing page we have developed for our members, in partnership with Clearhead. This can be found at unimed.myclarhead.com. This online booking system ensures you can choose your preferred therapist and select from the available appointment date and time. Your session will be fully funded, for up to 3x sessions and Clearhead 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

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

Yes, members are able to choose their own provider who meets the eligibility criteria listed on page 1. If you choose to go through your own provider, you will need to pay directly and then claim back the associated costs, up to the benefit limit.

What happens if I cancel an appointment within 24 hours of the booked therapy session through 3 Big Things and Clearhead?

We will reimburse the costs of this session to 3 Big Things or Clearhead, as per their therapists cancellation policy. Therefore this session will be counted towards your session limit.