

Mental health terms and conditions

January 2024

Our mental wellbeing benefits are;

Psychiatric / Psychologist / Psychotherapist Consultations Benefit (subject to registration) 100% of costs up to \$240 per consultation. Total of 3 consultations or \$720.

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 per consultation. Total of 3 consultations or \$360.

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.

These enhanced benefits apply for services undertaken between 1 January 2024 and 31 December 2024.

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?

Members can opt to receive support from a provider of their choice or through our specialist partner, Clearhead, a digital mental wellbeing service.

Clearhead services are available online or in person with 500 therapists to choose from, including dedicated Māori and Pacifica professionals.

There's virtually no delay, so members can book an appointment to receive help usually within 24 hours.

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. 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 eligible provider who meets the registration criteria. 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. 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 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.

