

# Remote Behavioral Health Services

**Behavioral Health Assistance on the go 24/7/365 from CISI, in coordination with our assistance partner, AXA Assistance**

Practicing self-care is key for your physical and emotional well-being. Living abroad can be both exhilarating and stressful. Stressors like cultural adjustments, a new environment, loneliness and loss, and social pressure may lead to mental health conditions such as depression, anxiety, and post-traumatic stress disorder (PTSD). It's okay to not be okay. That's why we are here to help in your time of need.



## What is Remote Behavioral Health Assistance?

A telephonic consultation between a U.S. mental health professional and a patient, for the purposes of delivering counseling services. This program provides seamless access to crisis assessment, intervention, and stabilization exclusively by Master and Doctoral level clinicians. Callers will be connected to a trained counselor to help with immediate support and coordination in high-risk situations. All conversations are kept confidential.

## How AXA's Behavioral Health Services Can Help:

**Mitigate emergencies** through accessible psychological care administered by U.S. based specialists. This can help you overcome issues like:

- Lack of mental health resources in many countries.
- Language and cultural differences that can hinder success.

**Immediate crisis intervention** ensures safety and recovery.

**Early intervention** avoids escalation and preserves continuity of care, which improves coping and decreases need for hospitalization.

**Psychology assessment** helps determine the best possible method of responding to the mental health concern.

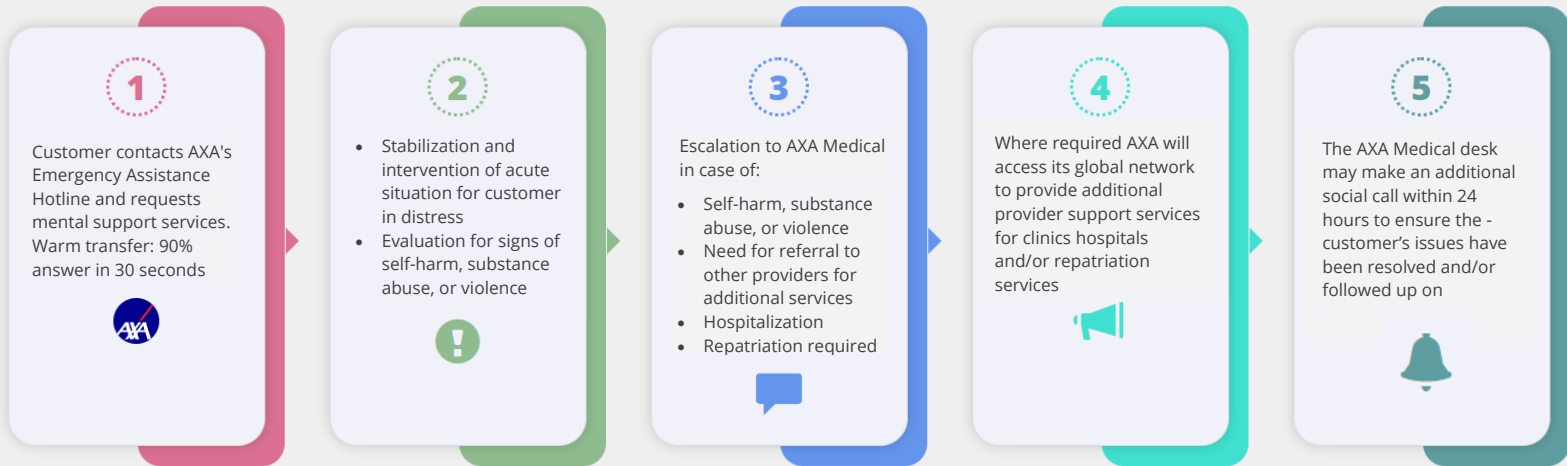
**Follow up** and continued support allows work and study programs to continue uninterrupted.

## How to access these services:

Simply call AXA Assistance. The 24/7 number is located on your CISI medical ID card.

# 24/7 Crisis and Behavioral Health Support Process

Here's how participants traveling outside of their home country can access a U.S. mental health expert:



## FAQ

### **What if the caller needs to seek additional treatment after the sessions?**

An appropriate provider will be located where the caller can receive follow up treatment as needed.

### **Who can access these services?**

Any active Chubb or Arch policyholders who are with AXA Assistance USA as the embedded Travel Assistance Provider.

### **Is this service a covered benefit under the insurance plan?**

These services will be covered as any other medical expense while the traveler is outside their country of permanent residence, subject to the terms and conditions of the policy.

### **Can a study abroad/exchange program staff member request service on the insured's behalf?**

Although a third party can make a call to AXA for this service, the insured should be on the line and ready to engage in conversation. This service is intended to be activated by the insured at the time the call is made.

### **Is there a limit to the number of visits?**

This benefit is limited to a maximum of three sessions.

### **Can the caller have multiple sessions with the same person?**

No. This service is intended to provide immediate support by the first available counselor at the time the call is made.

