Mind Care Choices

Customer brochure

Helping our customers live longer, healthier happier lives means looking after their mental health too. After all, a healthy mind is just as important as a healthy body.

That's why we've developed Mind Care Choices – community-based support to help you manage your mental health care needs. The services are completely voluntary and are provided at no extra cost to eligible Bupa customers.

This brochure tells you more about what Mind Care Choices is, who it's for, the benefits of enrolling, who to contact if you are interested in participating, as well as answering some frequently asked questions.

What is Bupa's Mind Care Choices?

We've partnered with community mental health service providers to coordinate and deliver Mind Care Choices, offering treatment and support to eligible Bupa customers with a diagnosed mental health condition living in Tasmania, Victoria, New South Wales, the Australian Capital Territory, Queensland and the Northern Territory.

Our service providers have teams of trained and experienced mental health professionals including psychologists, occupational therapists, registered nurses, social workers and psychiatrists (where available), who will personally tailor your care to meet your needs and support your recovery to help you to stay well.

Who is eligible for Mind Care Choices?

To be eligible you will need to have been sent an invitation letter from Bupa or be referred by your treating psychiatrist or GP. You will also need to meet other inclusion criteria. You must:

- Live in a state/territory where Mind Care Choices is available (i.e. Northern Territory, Queensland, New South Wales, Australian Capital Territory, Victoria and Tasmania)
- Have paid up-to-date Bupa Hospital insurance with full cover for Hospital psychiatric services
- Be 18 to 85 years
- Have a diagnosed mental health condition
- Have experienced one or more overnight admissions to a private hospital and/or have stayed in a private hospital for several days for mental health treatment in the past 12 months
- Have a current treating psychiatrist or GP
- Consent to receive mental health support services and consent to information being shared between your treating health professionals and Bupa.

What are the benefits of enrolling?

We are committed to providing you with the support you need, suited to your personal circumstances, based on best practice, to help make a real difference to your mental health recovery.

If you are eligible and you consent to receive services through Mind Care Choices, Bupa will fund appropriate community mental health treatment delivered by Mind Care Choices service providers.

Treatment and support can be delivered in different ways, depending on what best suits your situation, including visits to you at home or in community settings (outreach), in clinic appointments, via audio or video conferencing (telehealth) and group activities (if available).

If you live out of the outreach service area, treatment can be delivered to you using secure video conferencing or over the phone in the comfort of your own home.

How do I enrol in Mind Care Choices?

If you meet the eligibility criteria, enrolling is voluntary, and all services are provided at no additional cost to you. We encourage you to consider enrolling.

Your or your health professional (e.g. psychiatrist) can enquire if you are eligible for Mind Care Choices services. If you are eligible, your health professional can refer you to the Mind Care Choices service provider in your state. Please feel free to show this brochure to your health professional if you would like to.

If you are currently attending any hospital or other mental health programs or services, please let the Mind Care Choices service provider know when you speak to them.

Where can I find out more about Mind Care Choices?

You can find out more by visiting:
www.bupa.com.au/mind-care-choices.

If you'd like to talk to a Bupa health professional about Mind Care Choices, or find out if you may be eligible, you can contact Bupa TeleHealth on **1300 030 238**, Mon-Fri, 9am-5pm EST.

Please note: This is **NOT** a crisis service. If urgent emergency care is required, please call **000** or Lifeline **13 11 14**.

Frequently asked questions

Q Can I participate if I already have a doctor looking after my mental health?

A If you are eligible, and you decide to enrol in Mind Care Choices, you can continue to see your own treating health professional (if you have one).

Your health professional (e.g. psychiatrist) can enquire if you are eligible and refer you to a Mind Care Choices services provider.

If you do decide to enrol, with your permission, the Mind Care Choices provider will notify your treating doctor of your participation and request any clinical information that may assist in developing your support plan. The Mind Care Choices provider will also contact your doctor to inform them of your progress while you are enrolled with them.

Q If I enrol, can I stop participating if I need to?

A You can stop receiving services at any time if you wish to do so. You will need to inform the Mind Care Choices provider of your decision, and they will let Bupa know.

Q What if my psychiatrist doesn't want me to participate?

A We encourage you to participate, as we believe Mind Care Choices care and support services will be of value to you.

You and your psychiatrist can find out more by calling Bupa TeleHealth and speaking to one of our health professionals to help you make your decision. See 'Where can I find out more about Mind Care Choices?'.

Q Will I have to pay anything if I enrol in the program?

A Mind Care Choices services are provided at no additional cost to eligible Bupa customers for all the appointments that you attend in accordance with the program terms.

However, it is important to note that if you don't attend your scheduled appointments, or you cancel or reschedule a planned appointment less than 48 hours before your appointment, you will be responsible for any administrative fees that may apply (unless there are extenuating circumstances).

Also, if you need to be admitted to hospital, any private health insurance hospital costs including any excess and co-payments will apply to your hospital admission as normal.

Privacy information

If you do choose to receive Mind Care Choices services, we are committed to protecting your privacy when dealing with your personal information.

By signing up to receive Mind Care Choices services, you are agreeing to Bupa's Privacy Policy and consenting to us collecting and using your information.

What information will Bupa collect from me?

As a Bupa customer we may collect the following information:

- **Personal information:** your contact information (e.g. name, address, email address, phone numbers), date of birth and Bupa membership details.
- **Sensitive information:** information about your health outcomes, including scores collected by the Mind Care Choices provider throughout the time you receive services, as well as any other relevant information about your mental health.

Why does Bupa collect this information?

We collect your personal information to:

- provide you with access to Mind Care Choices services
- connect you with a Mind Care Choices service provider where you live
- track your progress in Mind Care Choices
- evaluate Mind Care Choices services to gain insights on the success of the services
- contact you to ensure your personal information is up-to-date
- carry out internal functions, including administration
- comply with laws and regulations.

What happens if I don't provide the information requested?

If you don't provide us with the personal information we reasonably request, you may not be able to receive Mind Care Choices services.

Q A Who will my personal information be shared with?

We may be required to share your personal information with third parties, including regulatory or government bodies such as the relevant State or Territory Department of Health, as required by law. We may also share information with third party Bupa partners to provide you with access to Mind Care Choices services.

Further information about how we collect, use, store and disclose your personal information can be found in our Privacy Policy, available at **bupa-info-handling-policy**, or by asking us for a copy.

Q A How can I access or correct my personal information?

You have a right to access the personal information Bupa holds about you and to request that it is corrected if it is inaccurate or out-of-date. Details of how you may request access can be found in our Privacy Policy (see link above).

Q A How can I contact Bupa or make a complaint?

If you have any questions about how we handle your personal information, you may contact us at any time. Our Privacy Policy outlines how you can make a complaint and how we will handle that complaint.

Bupa

134 135
bupa.com.au
Visit your local Bupa centre

PO Box 14639
MELBOURNE VIC 8001

Bupa HI Pty Ltd
ABN 81 000 057 590

Bupa disclaimer

This information has been developed and reviewed for Bupa HI Pty Ltd by health professionals. It should be used as a guide only and should not be relied upon as a substitute for professional medical or other health professional advice. Bupa makes no warranties or representations regarding the completeness or accuracy of the information. Bupa is not liable for any loss or damage you suffer arising out of the use of or reliance on the information except that which cannot be excluded by law. Fund rules, policy rules, waiting periods and program eligibility rules apply. We recommend that you consult your doctor or other qualified health professional if you have questions or concerns about your health.