Behavioral Health Assistance

& Remote Crisis Support by AXA Assistance Providing critical support and immediate intervention









Behavioral Health Assistance

Life's challenges when travelling or living abroad



Cultural Adjustments



Loneliness or Loss



Social Pressures



Work Stress



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Remote Behavioral Health Assistance

Key Features

- 24/7 telephonic access to trained counselors for immediate support
- Ability to speak with US-based professionals
- Crisis assessment to determine best method of intervention
- Specialist check-in and follow ups
- Global network access to local medical referrals for continuous support
- All conversations are kept confidential



Experienced Counselors and Medical Team



Access to Mental and Behavioral Health Support

- Masters and Ph.D. level behavioral health professionals
- Licensed Clinical Supervisors to provide clinical oversight
- Expert response and coordination for individuals in high-risk crisis situations

Accreditations

- American Association of Suicidology (AAS)
- Commission on the Accreditation of Rehabilitation Facilities (CARF)

AXA Medical Team Coordination

- Coordination with crisis and behavioral health provider for continued care when hospitalization or repatriation services are required
- U.S. Board Certified Emergency Doctors, Physicians Assistant, Nurses with focus on travel medicine

Traveler's Lifecycle and Support Intervention



Honeymoon

 Member arrives to trip abroad excited & anxious for new experiences





Culture Shock

- Member calls AXA to access Crisis Support services* from feeling discomforts having to adjust to new life abroad
- · Member is assured the call is kept secured & confidential
- AXA evaluates signs of self-harm to determine severity of the case**



Low Rick Case

- AXA stabilizes Member's case through early intervention
- Provide referral to local providers for continuous treatment



High Risk Case

Escalation to AXA Medical in cases of:

- · Self-harm, substance abuse or violence Referral to other providers

 - Hospitalization; local authority
 - · Repatriation required



Adaptation & Follow Ups

- AXA follows up Member within 24 hrs. to ensure issues are resolved
 - Member is feeling confident again via seeking continuous treatment





Return Home / Repatriation

- Member completes trip abroad safely & happily; or,
- Reserve culture shock repatriation escalated from High Risk case





Thank you

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