



CHUBB®

# Remote Crisis Support & Behavioral Health Assistance

# Living Abroad can be both Exhilarating and Stressful . . .

Cultural Adjustments

A New Environment

Loneliness and Loss

Social Pressures

Pre-existing Conditions

These are just a few of the challenges that traveling and living abroad can bring.

AXA helps travelers be the best they can be during transition and throughout their journey.

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# Where to turn when traveling abroad?

## We're With You: AXA's Remote Behavioral Health Assistance

- Mitigate emergencies through accessible psychological care administered by US based specialists
  - **Lack of mental health resources in many countries**
  - **Language and cultural differences can hinder success**
- Immediate crisis intervention ensures safety and recovery
- Early intervention avoids escalation, 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
- Integration with current medical and travel assistance services can add safety and security to those affected while abroad



# Connected Healthcare Team

Timely effective assessment and intervention for your travelers in times of crisis ensure continuous, quality access to professional behavioral health and wellness services



## Access to mental and behavioral health support

- Masters and Ph.D. level behavioral health professionals
- Licensed Clinical Supervisors to provide clinical oversight and support
- 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).

## When additional support is needed

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



# 24/7 Crisis and Behavioral Health Support Process

Customer is requesting mental health support or is in distress



Customer is traveling or living outside the US, and would like access to a U.S. mental health expert.



Customer contacts AXA's Emergency Assistance Hotline and requests mental support services\*

Warm transfer  
90% answer in 30 seconds



- Stabilization and intervention of acute situation for customer in distress.
- Evaluation for signs of self-harm, substance abuse or violence.

*Documentation in secure system for access by AXA medical team for any additional support*



The AXA Medical desk may make an additional social call within 24 hours to ensure the customer's issues have been resolved and/or are followed up on.



Where required AXA will access its global network to provide additional provider support services for clinics hospitals and/or repatriation services



Escalation to AXA Medical in cases of:

- Self-harm, substance abuse or violence
- Need for referral to other providers for additional services
- Hospitalization
- Repatriation required

\* In life threatening emergencies AXA will direct to local emergency services

