

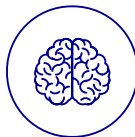


Health

Understanding, supporting and embracing neurodiversity

NEURODIVERSITY ASSESSMENT AND SUPPORT

Everyone is wired differently. If you or an eligible family member (aged 7 and over) is among the one in seven of us in the UK who are neurodivergent, an assessment can help you or your loved one better understand what to do next.¹ Our new service covers alternative thinking styles autism and ADHD and learning differences dyslexia, dysgraphia and dyscalculia.



What is neurodiversity?

Neurodiversity refers to the different ways a person's brain functions, processes information or interacts with the world around them. Neurodivergent thinking is valuable in all walks of life, but the world has been designed with 'neurotypical' people in mind, which results in challenges both at home and work, for neurodivergent individuals.



Quick access to assessment

Together with ProblemShared, we can offer you and your eligible family members aged seven or over an initial needs assessment and, where appropriate, assessment and early care and support. All you need is a referral from your NHS or private GP.

Connecting you to the right advice and support

Our Neurodiversity Assessment and Support Service provides online access to ProblemShared's network of practitioners, including counsellors, nurses, occupational therapists, speech and language therapists, psychologists and psychiatrists. They'll help you or your eligible family member understand your challenge(s), manage it better and move forwards.

How it works

Please note you'll need a computer/smart device, an internet connection and an email address to use this service.

- 1** Get a **GP referral** from your NHS or company-provided private GP service.
- 2** **Call our team** with your GP referral to hand.
- 3** We'll set you or your loved one (aged seven or over) up on the ProblemShared secure platform. You'll receive a link via email so you can **book** a convenient time and date for your initial needs assessment and upload your GP notes.
- 4** Have your 45-minute **initial needs assessment** by video call with an expert practitioner. They'll go over documentation, answer questions and map out a potential care plan. Under 18s can bring their parent or guardian.
- 5** Download and complete some **questionnaires** using the ProblemShared dashboard. They'll also ask for a bit more information from someone who knows you well.
- 6** Have your online video-call **assessment(s)**, one for each potential condition. (It can be common to have a combination of conditions.) Under 18s can bring a parent or guardian.
 - Autism assessment 60–120 mins. They'll also need to speak to someone who knows you well.
 - ADHD assessment 60–90 mins.
 - Dyslexia, dysgraphia and dyscalculia assessment 120 mins.You may get your assessment results there and then, and you'll get a comprehensive report with recommendations, resources and next steps within four weeks.
- 7** Follow-up with any recommended **post-assessment support**, such as group sessions for ADHD and autism, ADHD medication reviews and / or guidance on accessing education support.

ProblemShared's neurodiversity support team is at hand to answer any questions you have about the process or your diagnosis. Just contact them over the platform. Your ProblemShared dashboard includes guides to every step on your journey.



Support beyond assessment

Where appropriate you'll be guided to some support to help you move forwards.



Group sessions for ADHD and autism

Explore what it means to have ADHD or to be autistic in these group sessions. Your ProblemShared practitioner will talk about your unique strengths and discuss strategies for overcoming possible challenges. Groups are for up to eight (adults) or 10 (parent and child).



Navigating educational support

Benefit from the help and support of an education navigator after a family member's assessment for ADHD, autism or a specific learning difference. They'll research what support is available from the relevant school, university and local authorities, before sharing their recommendations on how to access it.



ADHD medication reviews

Some people with ADHD can benefit from medication, which is where the ProblemShared prescribing clinicians are at hand to help. They'll work closely with you, or your eligible family member, to help you make an informed decision and find the best treatment plan. This is followed by review sessions to monitor your progress and amend dosage levels if necessary. Your GP will be kept informed and, if a child aged seven or over is being cared for, a parent or guardian can be present at all appointments. This service covers medication reviews and support, but you will need to pay for any medication costs.

After the initial ADHD medication support, a request will be made to transfer ongoing care and prescriptions to your GP, and local specialist ADHD services, under a shared care arrangement. Alternatively, you can self-pay via ProblemShared to receive ongoing medication reviews. It's important to note that some GPs (particularly online) don't support ongoing prescriptions under a shared care arrangement, so there may be ongoing private medication costs.

ProblemShared is a clinician-led, CQC-regulated online mind-health provider working with a community of expert practitioners to deliver remote talk therapy, neurodevelopmental assessments and post assessment care and support.

To find out more about your private healthcare go to your Wellbeing Hub or call

To log in, simply go to www.axahealth.co.uk; click log in and use your email address and membership number.

¹ Covered on your plan, aged seven or over.

Our Neurodiversity Assessment and Support Service is available via our selected provider, ProblemShared, for eligible members aged seven and over. The conditions covered under your scheme or plan include autism, attention deficit hyperactivity disorder (ADHD), dyslexia, dyscalculia, and dysgraphia. The member (or dependant's parent) must have access to an email account, an internet connection and a computer to access this service. Their excess/co-insurance and outpatient limit, where applicable, will apply. If the assessment doesn't result in a diagnosis of one of the included conditions, they'll be guided to other support. The cost of outpatient drugs isn't usually paid for by healthcare schemes so if they, or their family member, is referred to the medication review service following an ADHD diagnosis, they may have to pay for the prescription charges themselves. After initial support from the medication service, care will be transferred to the individual's GP for ongoing management.

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