

Support for Neurodiversity

People experience the world in many ways. Neurodiversity can be an advantage when individuals are in an inclusive environment, making use of their strengths instead of constantly trying to overcome challenges.

We have introduced a new Neurodiversity benefit to provide employees and their eligible family members with access to an initial assessment, expert practitioners and post-assessment support for autism, ADHD, dyslexia, dysgraphia and dyscalculia. AXA Health has partnered with ProblemShared, a leading provider of neurodiversity assessment and support services, to deliver this benefit.



How it works:

Step 1: GP referral

Step 2: Registration on the ProblemShared website

Step 3: 45-minute initial needs assessment by video call

Step 4: Online video call assessment with a specialist

Step 5: Follow up



What this means for you and your family

If you or your eligible family member requires support with neurodiversity needs, you can book an online 45-minute initial needs assessment with an expert practitioner and then get referred to a specialist if required. In order to access this support, you would need a GP referral from your NHS or a company-provided private GP service. Once you call AXA, you will receive a link to book a date and time for your initial needs assessment.

Who is eligible?

Only employees (and any eligible dependants) with AXA Health Level 1 or 2 private healthcare have access to this support. Those who have opted out of private healthcare, are not eligible.

Visit the [MyBenefitChoices](#) website to check who qualifies as an eligible dependant under AXA Health cover. Children aged 6 and under are not eligible for this support.

We encourage you to understand this benefit and the support offered, and to share this guide with your colleagues or family members who may benefit from it.

The service covers five conditions; autism, attention deficit hyperactivity disorder (ADHD), dyslexia, dysgraphia, dyscalculia. Other neurodiverse conditions such as dyspraxia are not currently covered although may be reviewed in future.

Unmanaged clinical risks including but not limited to disordered eating, substance misuse and severe anxiety are also not covered by the support.

How you can access the support

Step 1: GP referral

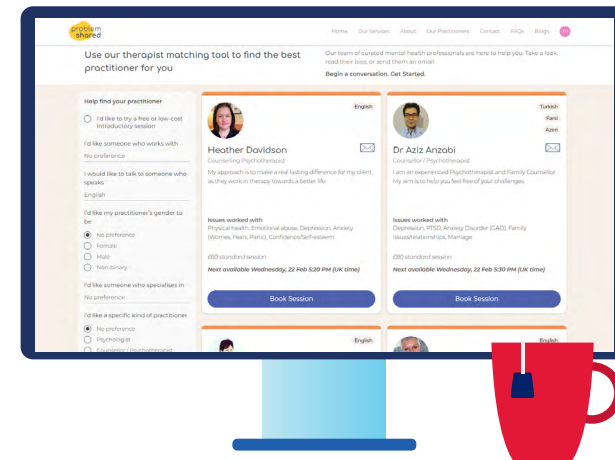
You will need a GP referral first, which you can get from one of the following options:

- **Your own GP**
- **Doctor Care Anywhere (previously called Doctor@Hand)** – if you are covered by AXA Health Level 1 or 2 private healthcare, you have access to a virtual 24/7 confidential GP service called Doctor Care Anywhere. This means you can speak to a GP by video or phone, from anywhere in the world, day or night. For more details on how to register and book an appointment, visit [HR Connect > Benefits > Healthcare > Doctor@Hand](#).
- **Onsite GP** – if you work at 2 King Edward Street, you can book an appointment for a range of health services on-site, including private doctors. To book an appointment call 020 7996 9770 or email health_centre_london@bofa.com. Please note, there is a charge for using the on-site GP.



Step 2: Registration on the ProblemShared website

1. Once you have a GP referral, contact AXA Health at 0800 521 905. When you call them up, you will need your policy number which you can find [in any recent correspondence, or in the policy document sent to your home address].
2. With your consent, the AXA Health team will register you or your family member and set you up on the ProblemShared website.
3. Once registered, you will receive a link via email to access the ProblemShared website. You can only access this outside of the bank's network.
4. You can then book a convenient time and date for your initial needs assessment with an expert practitioner and upload your GP notes. Please be aware that appointments for the initial needs assessment are typically made within 5 working days from the date of your GP referral.



How you can access the support

Step 3: 45-minute initial needs assessment by video call

1. During this initial assessment, the expert practitioner will discuss any challenges, answer questions and map out a potential care plan for you. Children up to 16 years of age should be accompanied by a parent or guardian. Children aged between 16 and 18 years of age do not need a guardian, but parents can decide to attend.
2. Following the assessment, you'll be asked to complete some questionnaires via the ProblemShared website.
 - They'll also ask for a bit more information from someone who knows you well. For children, this would be the parent or guardian. In the case of adults, this would usually be a partner. They can provide this information through the website. They can provide this information through the website.



Step 4: Online video call assessment with a specialist

1. You will have an online video call assessment, one for each potential condition. Individuals who are under 18 years of age should bring a parent or guardian to this video call assessment.
 - The autism assessment will last for 60–120 mins. They'll also need to speak to someone who knows you well.
 - The ADHD assessment will last for 60–90 mins.
 - The dyslexia, dysgraphia and dyscalculia assessment will last for 120 mins.
2. You may get your assessment results there and then, and within four weeks of this assessment, you will receive a comprehensive report with recommendations and next steps.

Step 5: Follow up

1. You will have access to early online post-assessment support such as medication reviews and/or guidance on accessing education support.
 - Group sessions for ADHD or Autism
 - Medication reviews for ADHD
 - Sessions with an education expert/navigator who can help you understand your needs and offer guidance on how to access support.



Please note: any excess and outpatient limit, where applicable, will apply. Outpatient drugs may not be covered. Details of the different levels of cover for the benefit can be found within the policy documents on the [MyBenefitChoices](#) website, or you can call AXA on 0800 521 905.

Useful information

AXA Health

is the bank's private healthcare provider within which these pathways for support are offered.

Phone: 0800 521 905

Website: www.axahealth.co.uk

DoctorCare Anywhere

is your private GP service that you can access 24/7.

Phone: +44 (0)330 088 4980

Email: contactus@doctorcareanywhere.com

Website: <https://doctorcareanywhere.com/>

External resources

by credible institutions to support your wellbeing and needs:

- [Learning disabilities and autism](#) – NHS
- [Autism for parents and carers](#) – Royal College of Psychiatrists
- [National Autistic Society](#)
- [ADHD Foundation](#)
- [Neurodiversity](#) – The Donaldson Trust (Scotland)
- [British Dyslexia Association](#)

