

Empowering and supporting you to better mental health

Mental Health Navigator by Best Doctors

More value from your insurance with Best Doctors

Should you experience a mental or physical health condition, there are so many questions and uncertainties you will face – such as, is my diagnosis correct, or, am I on the right treatment plan? Through MLC Life Insurance,¹ you and your family have access to Best Doctors, which connects you with a network of more than 50,000 leading medical specialists from Australia and around the world for a second medical opinion when you need it most.

If you or a family member² is dealing with a mental or physical health condition (minor to major), you can use Best Doctors at no extra cost to help get answers.

Mental Health Navigator by Best Doctors

Mental Health Navigator by Best Doctors offers quick, virtual access to a network of leading Australian clinical psychologists and psychiatrists, along with a dedicated mental health nurse, to give you confidence in your diagnosis and treatment plan for a mental health condition.

Benefits of Best Doctors

- No extra cost
- Completely confidential
- Don't need to be on a claim to use the service
- More value from your insurance

Mental Health Navigator: how it works



It starts with one call: accessing Mental Health Navigator starts with a simple phone call, during which you speak to a member of the Best Doctors team in Australia. You will then be connected with a dedicated Mental Health Nurse.



An initial assessment of needs: Best Doctors will work with you to establish how they can best help based on your situation. They can help you find a local specialist, access useful resources or assist in answering questions on your condition. They can also coordinate a review of your diagnosis and treatment plan via video conference with a leading Australian clinical psychologist and psychiatrist, if required. With your consent, Best Doctors will gather any relevant medical records for review.



Recommendations for diagnosis and treatment: after the in-depth assessment, you will be provided with a report detailing the review of your diagnosis and assisting you with a treatment plan to help manage your condition.



Supporting next steps: the Mental Health Nurse will call you to discuss the report findings and, with your consent, the report will be shared with your treating doctor, who can coordinate a treatment plan. The Mental Health Nurse is available for up to six months to provide further navigational support if needed.

¹ Members with Group Salary Continuance cover from MLC Life Insurance are eligible for Best Doctors. For more information on which policies are eligible for access to Best Doctors, go to mlcinsurance.com.au/bestdoctors.

² Best Doctors is available to eligible MLC Life Insurance's customers, as well as their immediate families including children, parents, partner and partner's parents. For mental health, it is only available if you are 18 years of age and over.

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Mental Health Navigator by Best Doctors

Key features of Mental Health Navigator



A new approach to mental health support in Australia

Mental Health Navigator by Best Doctors, available to eligible MLC Life Insurance policies, is an industry-first service offering an expert review by an Australian clinical psychologist and psychiatrist (if required) of your mental health diagnosis and treatment plan – and support as you navigate the complex Australian mental healthcare system.



Access a network of leading mental health specialists

Available to you and your immediate family members (18 years of age and over), Mental Health Navigator provides discreet access to a network of leading Australia-based clinical psychologists and psychiatrists (available via video conference) to help you return to better mental health faster.



A coordinated approach

Best Doctors will work with you to establish how they can best help based on your situation. They can help you find a local specialist, access useful resources or assist in answering questions on your condition. They can also coordinate a review via video conference with a leading Australian clinical psychologist and psychiatrist, if required.



Personal support that makes a difference

You'll be assigned a dedicated Mental Health Nurse who is a professional health expert focused on providing consistent help and guidance to navigate you through a review of your diagnosis and treatment plan.



Discreet and quick

Virtual access to a network of expert clinicians without the need for a face-to-face visit – great if you're busy and find it difficult to go and see a clinician, you're located in a rural area or you just prefer to seek an assessment in the comfort and convenience of your own home. Best Doctors will connect you to a leading Australian clinical psychologist and psychiatrist, if required.



Providing confidence and clarity

Mental Health Navigator provides you and your family members with clarity and the confidence that you're receiving the right medical guidance.



Leading local expertise

All clinicians within the network are Australia-based clinical psychologists and psychiatrists who are nominated by their peers.



Available to you and your family at no extra cost

Mental Health Navigator is available to you and your partner, children (18 years of age and over), parents and partner's parents at no extra cost, and you don't need to make a claim to use the service.

How to access Best Doctors services including Mental Health Navigator

To use the service, call the Best Doctors Hotline on **1800 186 088 – Monday to Friday, 9am to 5pm (Sydney/Melbourne time)**.

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