

Meet our new provider for Mental Health Support

We're making some changes to our service, which will take effect from 1st October 2024.

Understanding the needs of our customers is at the core of our business values, and we are passionate about improving our services so customers can access high-quality healthcare. With this in mind, I am pleased to share news of upcoming changes to our Mental Health service provision, delivered by Spectrum.Life. This will be a digital-first customer experience, providing a more accessible service to engage and empower our customers to transform their mental health and wellbeing.

Please watch our short video from our Partnerships Lead, Clare Gray, to hear more about the developments to our Mental Health Support services!

[Watch video](#)

Further information on what this means for your clients will be provided in the coming weeks and months leading up to the change.

Q&A

Who is the provider of these services?

Our new Mental Health Support proposition will be provided by Spectrum.Life. Spectrum.Life is a whole-of-health digital partner that guides organisations and their people to thrive, delivering clinically backed digital health, mental health and wellbeing solutions. Their service is a modern health and mental health offering, providing accessible care for every individual across the full spectrum of life. They integrate clinical services with advanced digital capabilities and 24/7 in-the-moment support, so your people can live and work well. Spectrum.Life provides services internationally to over 7.5m insurance members, 3,000 corporate clients, over 60 esteemed third-level institutions, and 650,000 university students.

Will there be any disruption to the service during the transition?

Absolutely not. The team are working hard behind the scenes to ensure a smooth transition between providers. Members that are currently in counselling at the time of transition will remain with their counsellor for the rest of their sessions.

Will the telephone number be changing?

No, we will simply be redirecting the number to our new provider.

Is there any change to the cost?

There will be no cost implication with the change in provider.
