

ZOOM

With Panda, mental health support is there when our members need it

Similar to any other health condition, prevention is better than cure when it comes to your mental health. And yet often, many people suffer from depression, anxiety and other mental health conditions for years without getting the support and treatment they deserve and need.

Fedhealth is pleased to partner with the Panda app to make mental health benefits and support available to members through the Fedhealth Member App. We believe that this solution will give our members more access to mental health support.

What is the Panda app?

Panda is a **mental health support app** that gives users access to mental health resources like online tools, activities, and support to help them manage with life's challenges.

The Panda app facilitates access to health solutions, like educational material which is based on cognitive behavioural therapy and positive psychology principles, access to support groups and virtual consultations.



Features of the **Panda app** include:



The Bamboo Forest, where users can engage with peers who are going through the same issues as them in a safe, anonymous, audio-only environment



Life skills content - videos and activities to improve your life skills e.g. healthier ways to manage stress



Screening assessments - providing insight into your current mental health status

An additional feature allows users to **connect with a mental health expert** and make appointments, pay, and consult through the app.

What will Panda offer Fedhealth members through the Fedhealth Member App?

- **Fedhealth members have FREE access** to all aspects of the Panda Bamboo Forest; videos and exercises; training; reading materials; and live virtual group sessions.
- **Virtual consultations** will be subject to standard scheme benefits.
- **Fulfilment of the Stress and Anxiety benefit exclusive to flexiFED 1 members.** flexiFED 1 members can use the Panda app to make use of the following consultations via a virtual platform:
 - ~ Two individual consultations per year with a registered counsellor
 - ~ These sessions will be paid from risk benefits, provided that the correct ICD 10 codes and tariff codes are submitted with the claim.

The ICD 10 codes applicable to this benefit are limited to:

F41.0 Panic disorder	F41.1 Generalised anxiety disorder
F41.2 Mixed anxiety and depressive disorder	F41.3 Other mixed anxiety disorders
F41.8 Other specified anxiety disorders	F41.9 Anxiety disorder, unspecified
F43.0 Acute stress reaction	F43.1 Post-traumatic stress disorder
F43.2 Adjustment disorders	F43.8 Other reactions to severe stress
F43.9 Reaction to severe stress, unspecified	

IMPORTANT: In order for the claim to be paid correctly, it's essential that your provider bills the correct ICD 10 code and tariff code. We are also communicating this to our healthcare professionals.

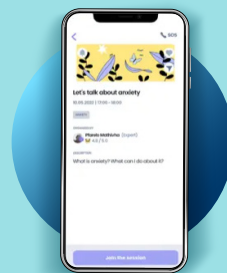
How do I get started?



Open the **Fedhealth Member App**, scroll down and tap on the **Panda card** on your home screen to follow the prompts to download the Panda app. Panda is available on iOS and Android.



Agree to the **Panda terms and conditions.**



Once you've downloaded the Panda app and accepted the terms, you can **access Panda through the Fedhealth Member App** in subsequent logins.

We hope Fedhealth members will use this convenient, free and useful tool to access mental health support and services.

CONTACT DETAILS

For more information, please visit [fedhealth.co.za](https://www.fedhealth.co.za), or use the Fedhealth Family Room, WhatsApp service or Fedhealth Member App. You can also call the Fedhealth Customer Contact Centre on **0860 002 153**.

Disease Management
0860 101 306

Europ Assistance
0860 333 432

MVA Third Party Recovery Department
012 431 9718

Fedhealth Baby
0861 116 016