

# ZOOM



## With October Health, mental health support is there when our members need it

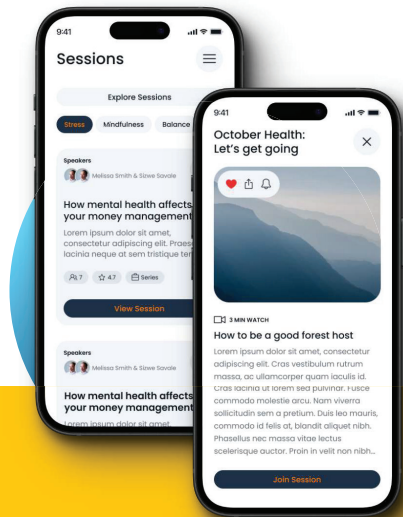
Similar to any other health condition, prevention is better than cure when it comes to your mental health. And yet often, many people suffer from depression, anxiety and other mental health conditions for years without getting the support and treatment they deserve and need.

Fedhealth is pleased to partner with October Health 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 October Health app?

October Health is a FREE to download mental health and wellness mobile app that gives users access to mental health resources like online tools, activities, and support to help them manage with life's challenges.

The October Health app facilitates access to health solutions, like educational materials based on cognitive behavioural therapy and positive psychology principles, access to support groups, AI coaching and 1:1 care.



### October Health features:



**Live, audio-only sessions with peers for support and mental health experts to better understand daily challenges.**



**Assessments to help track and understand mental health needs as they evolve.**



**Tailored content to learn and practise mental well-being skills.**



**AI coaching to build and discover new skills to implement into everyday life.**

**October Health** meets every user where they are, allowing them to start their mental health journey at their own pace.

## What will October Health offer Fedhealth members through the Fedhealth Member App?

- **Fedhealth members have FREE access** to all aspects of the October Health app; videos and exercises; training; reading materials; and live virtual group sessions.
- **Virtual consultations** will be subject to standard scheme benefits.

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

F41.0 Panic disorder  
F41.2 Mixed anxiety and depressive disorder  
F41.8 Other specified anxiety disorders  
F43.0 Acute stress reaction  
F43.2 Adjustment disorders  
F43.9 Reaction to severe stress, unspecified

F41.1 Generalised anxiety disorder  
F41.3 Other mixed anxiety disorders  
F41.9 Anxiety disorder, unspecified  
F43.1 Post-traumatic stress disorder  
F43.8 Other reactions to severe stress

**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.

## ACCESS THE OCTOBER HEALTH APP TO GET STARTED.



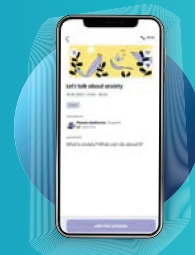
Open the **Fedhealth Member App**, scroll down and tap on the **October Health card** on your home screen.



Follow the prompts to download the app. **October Health** is available on iOS, Android, and Huawei.



Agree to the **October Health** terms and conditions.



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

### Download the Fedhealth Member App from here:



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 : Europ Assistance : MVA Third Party Recovery Department : Fedhealth Baby  
0860 101 306 : 0860 333 432 : 012 431 9718 : 0861 116 016