



Your link to world-leading physical and mental health expertise

Your Generali UK Group Income Protection policy includes diagnostics and treatment confidence afforded by essential Second Medical Opinion services. You also have access to expert mental health consultations and parent & child assessments.

So, whether you are seeking help with a physical or mental health issue, or both, we've got you covered. What's more, all of this is directly available from your smartphone.

Second Medical Opinion

“The better you understand a health challenge, the more confident and focused you are in addressing it.”

- Source: SMO user

Your Second Medical Opinion (SMO) service provides you with the answers you need on existing diagnosis and treatment options for almost any physical condition. In turn, allowing you to make informed decisions and giving you peace of mind when you need it most.

**We connect you to more than 50,000 world-renowned medical experts.
And you don't need to travel anywhere.**



“A change in treatment is seen in around 24% of cases each year”

Source: Best Doctors by Teledoc

Key Benefits

- ✓ Independent and confidential written report assessing your treating doctor's diagnosis and treatment plan. Reports are not shared with your GP or employer
- ✓ Support from a case manager every step of the way
- ✓ Eligibility is not linked to a claim
- ✓ Peace of mind for employees and their household family

Access code

Mental Health Navigator (MHN)

The Mental Health Navigator provides 24/7 access to a team of qualified mental health clinicians - from counsellors to psychotherapists - to assess your mental and emotional wellbeing and identify the best way forward. This might be followed by an additional consultation with a psychologist, if appropriate.

NEW - Parent and child assessments

Mental Health Navigator also now includes parent and child assessments. This service is designed for parents looking for guidance and reassurance and, where appropriate, it will also provide an in-depth assessment of a child's (up to 18 years) mental health. Expertise is provided by a practitioner Psychologist or Clinical Lead. If deemed appropriate, a session of up to 90 minutes with the child and parents (and in some cases the child alone - from 16 up to 18 years old) may also be conducted. A report is delivered with recommendations, self-help tools, and helpful advice on local resources.

Key Benefits

- ✓ Independent and confidential
- ✓ Provides guidance and reassurance on next best steps.

Who can access all these services?

These services are available to all UK based employees of Generali UK Group Income Protection policyholders and their household family, as a complimentary service. Family includes spouse/partner and children under the age of 18 or up to the age of 21 in Full Time Education (FTE). Also, parents living with you and dependent on you will have access.

How do I access these services?

Download **LIFETIME ASSIST** our smartphone app (for iOS or Android) using the QR codes below, or you can visit www.GeneraliLifetime.co.uk in your browser.

Second Medical Opinion

Simply call the telephone helpline 0800 111 4122 9am-5pm, Mon-Fri (+44 204 586 5367 if calling from abroad), or visit www.GeneraliLifetime.co.uk

Mental Health Navigator, including parent and child assessments

Call the telephone helpline on 0800 048 9011



iOS AppStore



Android PlayStore

The recommendations provided by Teladoc Health are based on medical information provided by the customer and should in no way replace or substitute medical advice provided by your acting medical professionals. The Mental Health Navigator service provides a single course of telephone & video delivered mental health support. Severe and/or enduring mental health needs requiring in-person support and/or referral to your local mental health services will be referred or signposted onwards to either your NHS General Practitioner or private psychotherapy.