



# Understanding, supporting and embracing neurodiversity

## NEURODIVERSITY ASSESSMENT AND SUPPORT

### Connecting your teams with the right advice and support

Neurodiversity refers to the different ways a person's brain functions, processes information or interacts with the world around them. It's often used as an umbrella term to describe alternative thinking styles such as autism, attention deficit hyperactivity disorder (ADHD) and specific learning differences like dyslexia.

Neurodiverse talent can bring unique skills to a business, including analytical thinking, problem solving and creativity.

# 1 in 7

The estimated number of people in the UK who are neurodivergent.<sup>1</sup>

### Quick access to an initial needs assessment

With an increase in NHS open referrals,<sup>2</sup> and waiting times for an assessment often long and stressful, too many people aren't getting the support they need to understand and make the most of their strengths and better manage their challenges.

When added to your private healthcare scheme, our new online Neurodiversity Assessment and Support service connects your teams and eligible family members (seven years and older) to assessment and early support for autism, ADHD, dyslexia, dysgraphia and dyscalculia.

# 47%

of employers plan to further support neurodiversity within the next two years.<sup>3</sup>

- Innovative online service with access to experts across the UK.
- Initial needs assessment, typically available five working days from booking, following a GP referral.
- Support and guidance from specialists in the field.
- Further specialist assessment, where appropriate.
- Early support where appropriate, including group sessions for ADHD and autism, medication reviews, and/or help with navigating education support options.



## Expert support and guidance from neurodiversity specialists

Our Neurodiversity Assessment and Support Service provides online access to ProblemShared's multi-disciplinary network of practitioners, including counsellors, nurses, occupational therapists, speech and language therapists, psychologists and psychiatrists, with plenty of experience across both NHS and private healthcare in helping patients manage their neurodiversity.



### How it works

- 1 GP referral**  
Via the NHS or any company provided private / online GP service.
- 2 Call our team**  
To get started, your employee just needs their GP referral to hand when they call us.
- 3 Register and book**  
Our specialist clinical-customer-care team will register your employee (or their family member) and set them up on the ProblemShared platform. They'll be invited to upload any GP notes and book a convenient time and date for their initial needs assessment.
- 4 Initial needs assessment**  
Your employee will have a 45-minute online video appointment with an expert practitioner to discuss their challenges, answer questions and map out a potential care plan.
- 5 Questionnaires**  
Your employee then downloads and completes some questionnaires via the ProblemShared dashboard. They'll also be asked for a bit more information from someone who knows them well.
- 6 Assessments and diagnosis**  
They have their online video-call assessment or assessments, one for each potential condition. Children can bring a parent or guardian with them.
- 7 Post-assessment support**  
Our service includes early online post-assessment support for autism, ADHD, dyslexia, dysgraphia and dyscalculia. This might include group sessions for ADHD or autism, medication reviews for ADHD,<sup>4</sup> or sessions with an education expert (education navigator) who can help the individual understand their needs and offer guidance on how to access support.<sup>5</sup>

ProblemShared's neurodiversity support team is at hand to answer any questions, which is particularly helpful if your employee is having more than one assessment or needs a hand navigating support services.

**ProblemShared is a clinician-led, CQC-regulated online mind-health provider, working with a community of expert practitioners to deliver remote neurodevelopmental assessments and post-assessment care and support.**

**Next, contact your intermediary or account manager for more information.**

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Contact us on **0141 245 4010** or at **wellbeing@axahealth.co.uk**

<sup>1</sup> Aston University, Neurodiversity Guide, 2020. <sup>2</sup> Autism Statistics, April 2021 to March 2022, NHS Digital, and [Autistic children wait up to five years for an NHS appointment](#), The Guardian, 2022. <sup>3</sup> REBA and AXA Health Employee Wellbeing Research Report 2022. <sup>4</sup> After the initial ADHD medication support, the member will be transferred to their GP under a shared care arrangement for ongoing management and prescriptions. Alternatively, they can self-pay via ProblemShared to receive ongoing medication reviews. Note: some online GPs don't support ongoing prescriptions under a shared care arrangement. <sup>5</sup> The educational expert will give the member information about support in their local area but they'll need to liaise with local services themselves. There's no benefit for supporting Educational Health Care Plan (EHCP) applications, further reports or attendance at meetings.

Our Neurodiversity Assessment and Support Service is available via our selected provider, ProblemShared, for eligible members aged 7 and over. The conditions covered under your scheme or plan include autism, attention deficit hyperactivity disorder (ADHD), dyslexia, dyscalculia, and dysgraphia. The member (or dependant's parent) must have access to an email account, an internet connection and a computer to access this service. Their excess/co-insurance and outpatient limit, where applicable, will apply. If the assessment doesn't result in a diagnosis of one of the included conditions, they'll be guided to other support. The cost of outpatient drugs isn't usually paid for by healthcare schemes so if they, or their family member, is referred to the medication review service following an ADHD diagnosis, they may have to pay for the prescription charges themselves. After initial support from the medication service, care will be transferred to the individual's GP for ongoing management.

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