



Think Well

Text-Based Mental Wellness (TBMW)

FAQ

1. What is text-based mental wellness (TBMW)?

As part of the Think Well programme, TBMW is a unique solution that provides an easy access point to comprehensive mental healthcare by connecting members with certified mental health professionals to receive personalised mental wellbeing support. The service serves as a first touchpoint for members to assess the state of their mental wellbeing and educate and motivate members to stay mentally fit by encouraging self-care and providing guided support.

2. How do I know if I am suitable for the TBMW service?

TBMW sessions can be a more convenient option for people with hectic schedules or limited access to mental health professionals. TBMW sessions are shorter and do not require a physical space or reliable video connection.

Please note that TBMW sessions are not suitable for those with a mental health diagnosis or those who have trouble putting down their emotions and feelings into words. If you are experiencing impairment in your daily life, we recommend that you seek in-person or teleconsult services instead.

3. What types of conditions are covered under the TBMW service?

No diagnosis will be formed during TBMW sessions. Instead, the attending certified mental health professional will assess and recommend the best course of treatment.

4. How do I access the TBMW service?

This service is accessible via the AIA+ mobile app. Log in to your AIA+ mobile app > tap on "More" at the bottom > go to "Health360" > under "Healthcare" tap on "Think Well" icon > click "Learn More" link to launch the WhiteCoat app.

5. If I need further follow up from my TBMW session, will a referral letter be provided?

Yes, in general, the referral letter will be issued to the WhiteCoat panel. However, if you prefer to see a certified mental health professional outside of our panel, the referral letter can be issued as such.

6. Can I get a medical certificate?

We do not provide a medical certificate following a TBMW session.

7. What is available in the Think Well Centre?

In addition to the TBMW service, there is a content library with mental wellness articles and videos as an extra resource for members to view additional content at their convenience.

8. Does Think Well provide clinical services?

Think Well is a mental wellness programme that does not include video-based and in-clinic consultations with psychologists or psychiatrists. For policies that do not have existing mental wellness coverage, members can self-pay to WhiteCoat if they require such services. For policies that have existing mental wellness coverage, you should select your AIA Corporate Solutions benefit prior to starting a teleconsult / booking an appointment. Policy terms and conditions such as co-payment and limits are applicable. Retail rates will apply otherwise.

9. What is the difference between TBMW and Mental Wellness video / in-person sessions?

TBMW can be an effective way for members to gain insight into their emotional challenges and receive helpful advice from a certified mental health professional without having to attend traditional sessions. We recommend that those seeking treatment for mental health disorders seek out psychotherapy services from a qualified clinical psychologist, which can be administered via mental wellness video / in-person sessions.

10. Can I select my preferred certified mental health professional when booking my TBMW appointment?

As our objective is to secure you a TBMW session as soon as possible, we will assign you the soonest-available certified mental health professional based on your desired appointment booking.

11. If I would like to chat with a different certified mental health professional for my next TBMW session, may I request to do so?

Yes, email us at contactus@whitecoat.global and a customer success representative will get back to you in 2 - 3 business days to advise on next steps.

12. Can members request to chat with the same certified mental health professional for subsequent TBMW sessions?

Yes, they can. They may write in to contactus@whitecoat.global and our Customer Success team will liaise with the members to coordinate their appointment date and time

13. Will I be able to see the credentials of the certified mental health professional I am chatting with?

Yes, to do so, tap on the name of the certified mental health professional at the top of the screen when your TBMW session starts to view their credentials. You may also view the credentials of the certified mental health professional in your post-session details.

14. Is chat history recorded in the WhiteCoat app?

No, we do not record any TBMW chats, and there will be no chat history log available once a TBMW session has concluded. Only post-session details such as recommendations and memos / referral letters (where applicable) will be available.

15. Will the certified mental health professional be able to see my personal data?

Yes, the certified mental health professional will be able to access your WhiteCoat mental wellness history only. TBMW sessions are confidential in nature, and no chat history is stored once the session is concluded.

16. Are there any age restrictions?

We recommend that the TBMW service is used by persons aged 18 and above.

17. I do not have Mental Wellness coverage under my AIA CS Policy. Am I eligible for the TBMW service?

Yes, you are eligible for the TBMW service as long as you are an AIA CS policyholder with **GP outpatient coverage**.

18. If I do not have GP outpatient coverage, will I be able to access the Think Well programme from my AIA+ mobile app?

Yes, you will still be provided access to the Mind Training Sessions under the Think Well programme but not access to the TBMW service and mental wellness content.

19. My AIA CS Policy has specialist coverage. Am I eligible for the TBMW service?

You will be eligible for TBMW as long as your AIA CS policy has **GP outpatient coverage**.

20. Is there a limit on how many times I can utilise the TBMW service?

No, there is no limit.

21. What are the costs involved?

There are no costs involved for the TBMW service for AIA CS policyholders with GP outpatient coverage. Additional services such as video consultation or in-person clinic appointment, may incur charges / co-payment depending on your AIA CS policy benefits. Speak with your AIA CS representative to learn more about your AIA CS policy coverage.

22. How long is a typical TBMW session?

On average, a TBMW session lasts between 10 - 15 minutes.

23. Do I need to make an appointment through the WhiteCoat app for a TBMW session?

Yes, you will need to log in to your AIA+ mobile app > go to "Think Well" and click "Learn More" link to launch the Whitecoat app.

Members who wish to book a TBMW session will be prompted to first install the WhiteCoat app and register for an account; members with an existing WhiteCoat account will enjoy a seamless guided experience beginning on the AIA+ mobile app.

24. Will I receive notifications regarding my appointment?

Yes, you will receive a SMS and an in-app confirmation of your appointment. You must enable notifications from WhiteCoat in order to receive the notifications.

25. Can I change my appointment date and timing for my TBMW session?

Yes, you may reschedule your appointment through the WhiteCoat app at least 24 hours before the appointment. You may be required to contact the clinic if you wish to initiate a reschedule less than 24 hours before the scheduled appointment.

26. What are the operating hours for the TBMW service?

The operating hours for the TBMW service are 9 AM to 6 PM, Mondays to Saturdays (excluding public holidays).

For emergency medical assistance, we recommend that you dial 999 or visit the nearest A&E Department if you believe you are experiencing a medical emergency or at risk of harm. For immediate assistance via 24-hour crisis helplines, contact Samaritans of Singapore at 1-767 or the Institute of Mental Health at +65 6389 2222.

27. I am not in Singapore. Can I still access the TBMW service?

Yes, the TBMW service is available to members who are AIA SG CS policyholders with GP outpatient coverage who are geographically located outside of Singapore.

28. What if I am interrupted or lose connection during my TBMW session?

Log in to the WhiteCoat app to resume your previous session. If you are unable or choose not to resume the TBMW session within 5 minutes, the certified mental health professional will conclude the session, and you will be required to book a new appointment.

29. How soon can I make an appointment for a TBMW session?

You may make an appointment as soon as 1 hour ahead of your desired time, subject to operating hours and availability.

30. How far ahead can I make an appointment for a TBMW session?

You may make an appointment up to 1 month in advance, subject to operating hours and availability.

31. What happens if I am late for my appointment?

You will need to book a new appointment if you miss your scheduled TBMW session. If you are unable to attend your appointment, please reschedule or cancel your session.

32. How do I contact the WhiteCoat team for more information?

You may email our customer success support team at contactus@whitecoat.global or reach out to us via the WhiteCoat app by tapping on “MORE” > “Contact Us”.