



Affordable and immediate mental wellness support when you need

Mind Matters

Feeling emotionally drained?



1. Up to three online support sessions from registered mental health professionals.

2. Access to comprehensive, world-class educational and self-help tools, developed by expert Clinical Psychologists: key focus areas include an overview of your condition, beliefs, behaviours and thought patterns that aggravate or improve the condition.

3. You have access to 24/7 chat functionality where you can communicate via text: our state-of-the-art chatbot will establish what your challenges are, help identify potential root causes, and provide guidance using appropriate and proven self-help methods.



Quality healthcare



On-demand services



Pay as you need



No monthly commitment

FAQ's

Do I have to make an appointment for my Wellness Assist consultation?

No. Our registered mental healthcare professionals are available 24/7.

Will my information be private and confidential?

Yes, none of your information will be shared with anyone else without your permission and will be treated as highly confidential.

Can I choose which mental health professional I speak with for my virtual consultation?

No. You will be allocated the next available mental health professional.

What if I don't receive the documentation that should have been sent to me following the consultation, like a sick note or referral letter?

Please contact Intercare Customer Support at: Tel: 086 999 0669 / 012 368 8958

Email: customersupport@intercare.co.za

If I am already receiving treatment for Mind Matters, do I still qualify for this service?

Yes, you do.

What sorts of issues can be addressed with this virtual consultation?

Examples of issues you may be struggling with include:

- Stress and anxiety
- Trauma
- Bereavement
- Emotional problems
- Struggles with significant life events
- Depression
- Burnout

How do I access my virtual consultation?

1. Go to the Intercare website at www.intercare.co.za on any device with access to the internet.
 2. Click on the "Log in" or "Sign up" buttons to access your HealthBeat user account
 3. Selected the correct user's profile, then click on "Dashboard" in the menu
 4. Click on the "Mental Health" tile on the dashboard
 5. Click the "Learn more" button on the "Explore online mental health support" tile
 6. Click the "Subscribe" button on the "Monthly" tile
 7. Accept the Intercare Online Health Services Terms of Use
 8. Select "Voucher code" as your payment method
 9. Enter your voucher number in the field provided and click "Proceed"
 10. Click "Continue" once your voucher has been validated
 11. Click the "Start Chat" button on the "Chat with a Mental Health professional" tile.
 12. Once within the Digital Clinic, click "Start new discussion" and follow the prompts to chat with a Mental Health professional.
- To access the service again during your voucher's validity period, you will follow the same process as above excluding step 6 to 10.

Can I purchase this service for someone else?

Yes, you may gift this service to another individual to redeem. If this service is provided a part of an employment benefit, please refer to your company's policy for more information.