

## Mindler (formerly known as ieso) GCloud 15

### Adult Mental Health Services Pricing

Please find below Mindler's indicative pricing relating to our range of adult services.

Please refer to our Service Description for further information on the scope of our services offered.

#### Itemised pricing table

| Pricing Item                                                      | Unit Price (£) |
|-------------------------------------------------------------------|----------------|
| Typed CBT Step 2 Course of Treatment                              | 324            |
| Typed CBT Step 3 Course of Treatment                              | 765            |
| Typed CBT Step 3+ Course of Treatment                             | 960            |
| Video CBT Step 2 Course of Treatment                              | 324            |
| Video CBT Step 3 Course of Treatment                              | 849            |
| Video CBT Step 3+ Course of Treatment                             | 999            |
| Video/Typed Counselling for Depression Step 3 Course of Treatment | 849            |
| Video EMDR Step 3 Course of Treatment                             | 1089           |
| Video Clinical Psychology Course of Treatment                     | 1089           |
| One Session Only                                                  | 180            |
| Clinical Administration Fee                                       | 34             |
| Self-referral Processing Fee                                      | 9              |
| Step-up fee: Step 2 to Step 3                                     | 120            |
| Marketing Referral Generation                                     | 120            |
| Modality Switch Fee                                               | 120            |
| Waitlist Management Fee                                           | 22             |

#### Discounts Applicable Based on Annual Contract Value

| Annual Contract Value (£) | % Discount on Pricing |
|---------------------------|-----------------------|
| Under 250,000             | 0                     |
| 250,001 to 500,000        | 2.5                   |
| 500,001 to 1,000,000      | 3.5                   |
| 1,000,001 to 2,500,000    | 5                     |
| 2,500,001 to 5,000,000    | 5                     |
| 5,000,001+                | 7.5                   |

## **Pricing definitions and terms:**

- One Session Only - chargeable for patients attending an assessment and treatment session/one treatment session only with Mindler.
- Course of Treatment - defined as patients who attend a minimum of two treatment sessions with Mindler.
- Step Up Fee: Step 2 to 3 – chargeable for patients who have a minimum of two treatment sessions, one of which is at Step 3.
- Clinical Administration Fee - for the administrative and clinical tasks associated with delivering the Mindler service throughout the patient care pathway. Fee per patient attending a minimum of one session.
- Self-referral Processing Fee - for the administrative and clinical tasks associated with processing a new self-referral, including eligibility checks, triage, onward referrals (where appropriate), allocation of a clinician, and the updating of systems. Fee per eligible self-referral into Mindler's service.
- Waitlist Management Fee - Mindler provide a fully managed wait list contact management programme. This includes Mindler contacting people on the Service's waiting list to offer treatment with Mindler. Communication plan includes outbound letters and telephone calls (including out-of-hours calls) to explain the Mindler service to patients. Fee applicable to all patients contacted on the waiting list by Mindler.
- Modality switch fee - applied to patients changing from typed to video therapy, or vice versa, as well as a treatment intervention switch during their episode of care with Mindler (permissions on enabling switching to be agreed in mobilisation).
- Marketing Referral Generation – Mindler's Marketing Team provide dedicated support to increase awareness and access to Mindler's services as part of the NHS Talking Therapies local offer. Mindler create and deliver ongoing marketing campaigns throughout the term of the contract. To maximise reach, the marketing tactics deployed combine digital and offline strategies direct to the population as well as relevant third sector and NHS organisations in the local community. Fee per patient completing a course of treatment.
- Minimum contract value applies, dependent on organisation, process requirements and activity plan. Please contact us for more information.
- Prices exclude VAT, which is chargeable at the prevailing rate.
- Invoices are subject to 30 day payment terms.

## Included in pricing:

### Treatment overview

- NICE-approved, one-to-one typed CBT with a low intensity Psychological Wellbeing Practitioner (PWP) or typed/video CBT, Counselling or EMDR with a high intensity BABCP-accredited therapist (for NHS TT products) at a time that suits the patient – including evenings and weekends.
- One-to-one online therapy with clinical psychologists who are extensively trained in a wide range of evidence-based therapeutic modalities (as detailed the service specification)
- Typed and video therapy delivered by Mindler is a clinically approved collaboration. The duration of collaboration between a therapist and patient is an important topic for reflection between them and within clinical supervision.
- The care pathway is determined by the clinician, guided by, but not determined by questionnaire outcomes.
- Step 2 treatment takes the form of 4 to 6 45-minute sessions, supported by out-of-session asynchronous conversations between the clinician and patient.
- Step 3/3+ treatment sessions are for 60 minutes, with no arbitrary session number limits. Where required, Mindler clinicians may also deliver 90-minute sessions.
- Step definitions are detailed as per Service Specification.
- Where Mindler accepts self-referrals, a 50-60-minute assessment is delivered.
- Mindler adheres to NICE guidelines and the NHS Talking Therapies manual, and all clinicians work in accordance with the professional codes of conduct and ethical standards required by their relevant regulatory and professional bodies

Specific detail about each element of the service can be found in the corresponding service specification.

### Operational delivery

- Creation and execution of proven mobilisation plan to ensure successful launch.
- Creation, maintenance and upkeep of a bespoke online service website. The service website includes typed and video therapy ‘rooms’ for live sessions, asynchronous messaging, access to audio/taped transcripts from all appointments, goal setting and homework provision.
- Online collection of the Minimum Data Set (MDS).
- A patient choose and book appointment system accessible 24/7.
- SMS communication to patients.

- Updating of the Service's patient management system, including MDS, clinical notes and correspondence.
- Where applicable, automated updating of the service's iaptus system via a PRISM link.
- Management of all Mindler service-related communication to patients and GPs, where requested.
- Monthly and quarterly summary performance reports to review activity levels and outcomes.
- Regular review meetings to review performance against KPIs.
- Project management support via a dedicated Contracts Manager responsible for ensuring performance versus contract specifications.

## Clinical

- Access to our clinical team for case management discussions when necessary.
- Alignment of clinical and administrative protocols to ensure a consistent patient experience.
- Guidance on suitability criteria, including support with best practise waiting list contact programmes.
- Risk management.
- As a fully managed service, Mindler delivers supervision to its network of affiliates.
- Training the Trust's clinicians on how to identify a suitable referral.

## Marketing and activity plan

For Service referrals (assessed and referred to Mindler), Mindler's standard service includes:

- Ongoing support for the service's marketing campaigns to help drive awareness in, and referrals to, Mindler
- Ongoing delivery of online training sessions with Mindler for service clinicians to be able to identify patients who may be appropriate for and benefit from Mindler.
- Creation of a collaborative activity plan during mobilisation to ensure both parties achieve the activity required to deliver the contract value. To include key tactics:
  - Sharing Mindler's Pack of promotional materials for patients and referring clinicians, including web copy, patient videos, crib sheets leaflets
  - Printed material provided where required at no extra cost
  - Identifying points in the care pathway to best position Mindler to suitable patients

- o Identifying key stakeholders and working groups within the service to increase awareness in Mindler, for example perinatal workstreams
- o Where relevant, Mindler provide tips on how best to approach patients on service waiting list to further increase uptake in Mindler's service and reduce waits quickly and at scale
- o Content for internal communications e.g. clinician newsletters/bulletins
- o New promotional materials for digital patient social channels