

BEST PRACTICES - BELGIUM - Mutualités Libres



Every Belgian mutual reimburses psychological help in their complementary insurance.

Furthermore, almost all Belgian Mutuals have a free telephone line which members can call to for mental support. They can speak to a psychologist and be referred to other professionals when needed. Some mutuals also include a chat.

These phone lines constitute a perfect example of user-friendly instruments which people can access easily in emergency situations and for early detection and intervention. It also contributes to reducing taboo and stigma.

They also communicate a lot on the subject (prevention) to their members and the 'Mutualités Libres' have specific tools/brochures focussed on children.

