

Healthpoint

Online management guide for group administrators

At Aviva, we know the importance of putting customers' needs first, whilst giving them value for money and peace of mind. Healthpoint does just that.

What is Healthpoint?

Healthpoint is Aviva's online service, to help you manage and control your scheme's membership and access a variety of information relating to your scheme.

This brochure is designed to provide an introduction to Healthpoint scheme membership. It is set out in a simple question and answer format for easy reference.

Healthpoint is available to private medical schemes covering 50 or more employees.

How will Healthpoint help you?

Now you've agreed to use Healthpoint, Aviva will provide you with all the information you need to help you to get started. After that, you will be able to access information to help with the day-to-day management of your healthcare scheme, and you will need to maintain and update your scheme membership, with the additional support of the Healthpoint membership team. There are a number of benefits to using the online system, including:

Saving time

Healthpoint provides you with immediate access to membership information and enables you to make real-time updates. You can also access scheme literature and monthly claims reports – all at the touch of a button.

Added control

With Healthpoint you can make scheme membership changes as and when you need to.

Increased accuracy

It is essential that the membership information you enter onto Healthpoint is always accurate so that details can be fed into our claims system as they change. This has a positive knock-on effect in the accuracy of our claims and renewal services, allowing for quicker, more efficient processing on our side.

How to use Healthpoint

Member management – this will enable you, as an assigned group administrator to manage the staff membership of your private medical scheme, make real-time changes to current records, and add new members or remove members as required.

Membership reporting – this allows you to segment membership in a variety of ways and produce a range of static pdf reports. For example:

- Membership Activity Report
- Dependent and Primary members
- Claims History Report.

Additional features – Healthpoint will also give you several additional features, designed to help you learn more about your healthcare scheme, including:

- the option of high level claims reporting
- a range of supporting features, such as FAQ's
- a range of literature, such as scheme documents.

What do you need to access Healthpoint?

IT requirements

Healthpoint is designed to have a minimal impact on any business. This means we don't need to install anything on your current systems and in most cases we will not need to work with your IT departments. Healthpoint will work on Google Chrome, Microsoft Edge and Internet Explorer, although Google Chrome is recommended. The speed of connection will depend on your internet speed and the performance of your PC. If you are unsure of what level your systems operate on you should refer to your IT contact.

Customers' commitment

You need to regularly keep your membership information up-to-date and accurate. If we notice that data is not up-to-date then we may contact you to ensure that all updates have been completed. This will ensure renewals are based on accurate membership information, and new claims can be assessed.

When it comes to enrolling members on Healthpoint, you will need to know the following information for each employee:

- Name – in full, including title
- Gender
- Date of birth
- Address – in full, including postcode
- Family status – single, married, family, single-parent family
- Effective date
- Employee coverage – this refers to the different levels of cover which will determine which benefits they will receive.

If an employee's family members are to be enrolled on your scheme, you will need the following information:

- Name – in full, including title
- Gender
- Date of birth
- Address – in full, including postcode
- Effective date
- Dependant coverage – this refers to the different level of cover which will determine which benefits they will receive. Dependants may be on a different level of cover to the group member, depending on the terms of your scheme.
- Unique ID – if applicable
- Divisional indicator – if applicable

If you are switching to Healthpoint at renewal, we will simply send the Healthpoint terms and conditions with your renewal documents. Please remember, that once your data has been successfully loaded onto Healthpoint, all your membership updates must be carried out online.

To help you do this, you will be given your own unique username and password. You won't be able to change the username but we'd recommend that you change your password after your initial login.

Users will be contacted on a regular basis to check that their Healthpoint access requirements are still correct. This is due to regulatory requirements. If a user leaves the company, or changes their role, please let us know immediately.

Where can you get more information?

You will have access to a Healthpoint user guide, and be given 1-2-1 online training to help you familiarise yourself with all the available Healthpoint functions.

If at any point you experience problems or are not sure what to do next we have a dedicated Healthpoint team ready to help.

Online access to Healthpoint will be available between 8.00am and 8.00pm Monday – Sunday.

The Healthpoint membership team

You will have access to a specialist team who are ready to receive and resolve any queries about the online service or your scheme membership. The team are there to act as a single point of contact for you, ensuring questions are answered promptly and efficiently.

The Healthpoint membership team are available from 9.00am to 5.00pm, Monday to Friday (excluding Bank Holidays) on

0800 145 5675 (Option 2)

Calls to and from aviva may be monitored and/or recorded.

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