

Let's get BacktoBetter

Whenever you get an ache or pain in your back, neck, muscles or joints, BacktoBetter can help

BacktoBetter is our third party clinical case management service for back, neck, muscle or joint pain (musculoskeletal conditions). It gives you access to a clinical case manager who'll help guide you down the right treatment pathway.

There's no need to see a GP, just call the customer service helpline which can be found in your member documentation.

If you're already receiving a course of treatment for your back, neck, muscle or joint condition, you should call the customer service helpline to discuss your options.

Calls may be monitored and/or recorded.



 **AVIVA**

How to claim with BacktoBetter

Step 1 - Make a call

To access BacktoBetter call the customer service helpline and describe your symptoms. The number can be found in your member literature.

This is an initial call so we can assess your claim.

Step 2 - Clinical assessment

If your symptoms are eligible, we'll either:

- arrange for case manager from one of our third party clinical providers to contact you, or
- provide you with a link to our clinical provider's online portal where you can book your own appointment at a convenient time for you, or complete a digital assessment.

Step 3 - Get your personal treatment plan

If the third party clinical case manager decides that self-management would be beneficial, they'll recommend a personal treatment plan that includes advice and online support on managing symptoms and pain.

If clinically appropriate, you may be referred to a physiotherapist approved by the clinical case management provider for treatment and/or to a specialist for further treatment or diagnostic tests as necessary. A case manager will also stay in touch to see how things are going.

Step 4 - Let us pay the bills

At the end of your claim we'll settle all eligible bills directly with the treatment provider, so you don't need to worry. If your policy has an excess or out-patient limit, these won't apply to physiotherapy arranged through BacktoBetter.

Need this in a different format?

Please get in touch if you'd prefer this leaflet (GEN4844) in large print, braille, or as audio.

How to contact us: ☎ 0800 092 4590 @ contactus@aviva.com 🌐 [aviva.co.uk](https://www.aviva.co.uk)

Lines are open Monday to Friday from 8.00am - 6.30pm. Calls may be recorded and/or monitored.



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