

For employer use only. Not approved for use with employees.



Aviva DigiCare+ Workplace

Employer Questions
and Answers

Accessing Aviva DigiCare+ Workplace

What is Aviva DigiCare+ Workplace?

Aviva DigiCare+ Workplace is a smartphone app designed to give your employees the guidance and care they need to help detect, manage and prevent physical and mental health problems.

Powered by Square Health, the Aviva DigiCare+ Workplace app gives access to a range of health and wellbeing services at their fingertips.

Once registered, your employees can book online appointments with a digital GP, nutritional consultant or a mental health consultant. It also includes bereavement services. Each employee can request a self-administered health check kit, which includes a follow-up GP consultation to discuss their results. It also offers a UK-based second medical opinion service.

The app is part of the extensive clinical wellbeing services Aviva provides to corporate customers and is available for employees who are insured under our Group Income Protection and Group Critical Illness policies.

This is a non-contractual benefit which Aviva can remove at any time.

Who are Square Health?

 Square Health is a specialist digital health and wellbeing technology solutions provider. They have been operating for over 25 years and works with over 5,000 UK GMC registered doctors. They are regulated by the Care Quality Commission (CQC). They provide a wide range of connected healthcare services.



Read the latest full report at: www.cqc.org.uk/provider/1-1622181917/services



You can find more information about Square Health at: www.squarehealth.com

Who is the app for?

 We've developed Aviva DigiCare+ Workplace for scheme members/employees of Group Income Protection and Group Critical Illness clients. However, except for the annual health check, your employees can share most benefits with their partner/spouse and dependants up to the age of 18, or 21 if in full-time education.

Mental Health Consultations can be accessed by partner/spouse and children aged 16 up to age of 18, or 21 if in full time education. The Nutritional Consultations are available for partner/spouse and children from age 12 up to the age of 18, or 21 in full time education

How do employees contact you if they have any queries regarding Aviva DigiCare+ Workplace?

 We've developed Aviva DigiCare+ Workplace as a digital solution, so employees can access services quickly and easily through the digital app.

If your employees need technical support for the app, they can contact the Square Health customer service centre. The team can also answer service questions. Aviva DigiCare+ Workplace is an app-based added value service. In exceptional circumstances, please contact Square Health for out-of-app support.



Call them on: **0333 023 2730**. Lines are open Monday - Friday, 9am - 5pm.
Square Health monitor and record calls.



If employees can't use the DigiCare+ Workplace app, they can contact Square Health on **0333 023 2730** to access some of the services. Local UK call charges apply.
Square Health record and monitor calls.

Q Are medical records and personal details secure within the app?

A Customer data is secure at every stage of the journey. Square Health transfer data securely by RSA 2048. No data is held on the device and all data is encrypted using AES 256 as well as encryption at rest.

Q How much does it cost?

A Aviva DigiCare+ Workplace is a value added service provided as standard with our Group Income Protection or Group Critical Illness insurance policies. There is no additional cost separate from the scheme premium. All paid for services are optional and clearly marked within the app. Subject to the terms and conditions, there are specific fees, payable by the employee for the provision of a fit-note or referral letters, or the cost of a prescription (for England).

Q What makes Aviva DigiCare+ Workplace different?

A The clinically validated health check sets Aviva DigiCare+ Workplace apart. Looking at 20 different health markers, it can provide real insight into the state of health of your employees.

Everything is in one place, so they don't need to download a second app or go to a different website. Alongside all the benefits, employees can find all the relevant information such as the number of appointments, consultations or second medical opinions they have available to them in Aviva DigiCare+ Workplace.

These great benefits are only useful when employees are aware of them and know how to access them. Our ongoing engagement programme helps your employees with using the services available in Aviva DigiCare+ Workplace.

Q Can my employees access these benefits from MyAviva?

A No, Aviva DigiCare+ Workplace is a separate app from MyAviva. All the benefits are accessible within the Aviva DigiCare+ Workplace app.

Q How do my employees register for the app?

A Square Health will send you an invitation by email with instructions on what to do next.

Once you've loaded employee data into the Customer Portal (see Customer Portal section within Company data and security, towards the end of this document for details of how you can access it), each of your employees will receive a welcome email asking them to validate their email address. They will then need to provide consent and agree to the terms and conditions (and privacy policy) to complete the registration and use the app.

After completing this step, Square Health will activate their account and your employee is ready to start using the service. Mobile data charges may apply when downloading or using Aviva DigiCare+ Workplace.

Q Can my employees use the Aviva DigiCare+ Workplace service while away on holiday or working abroad?

A If your employee is a resident of Great Britain, Northern Ireland, the Channel Islands or the Isle of Man, they can use this service abroad.

If medication is needed, Square Health will confirm the type of medication in the consultation notes within the app. Your employee will be able to show the consultation notes to a local pharmacist to help get the medication they need. The local pharmacist will treat this as an advice note and the decision to dispense lies with them. Square Health has no authority over this.

Q What services are available through Aviva DigiCare+ Workplace?

A The Aviva DigiCare+ Workplace offers these services:

- **Health Check**
- **Digital GP**
- **Second Medical Opinion**
- **Mental Health Consultation (including additional sessions for bereavement support)**
- **Nutritional Consultation**

We'll look at each of these services individually.

Q How can children use the service?

A Employees can set up their children under 16 (when under 16 the child is set up under their parents account) and over 16's will receive their own invite once invited by the primary user - this is clearly marked in the app to make it easy for employees. Some services do have age restrictions as highlighted in the sections further on in this document.

Health Check

Aviva DigiCare+ Workplace offers a yearly health assessment through a pin-prick blood test. It's a simple self-administered finger prick test that can be taken at home. This quick test checks 20 different health markers to spot problems early on. It covers a wide list of issues, including the risk of diabetes, cholesterol status and liver health.

As part of the test, your employee receives a personalised health report and recommended course of action. If needed, they can then book a consultation with a digital GP to discuss the results.

By taking this simple test once a year, your employees can keep on top of their health, detect issues early and maybe help prevent certain health problems.

 **Read an example of the Health Check report.**

Q What are the benefits of the Health Check?

A Convenient and easy to do at home, the Health Check helps your employees to pro-actively manage their health. It can detect early risk warnings and signs to support primary prevention and enable early intervention.

Your employees can book a consultation with a digital GP if they want to discuss their health check results. They must do this within 90 days of the report being issued. This appointment isn't one of their three sessions with a Digital GP that are included each year with Aviva DigiCare+ Workplace.

If necessary, Square Health or the GP may refer your employee to another appropriate Aviva DigiCare+ Workplace service or to the NHS.

Q How does it work?

A Your employee requests a test kit through the app, which is delivered to their home address. They have 90 days to take the test and return it to the laboratory in a pre-paid self-addressed envelope. Your employee must return the blood sample on the same day they take it.

After analysing the blood sample, Square Health confirms the results in a report your employee can download through the app. If any results are significantly abnormal, a doctor will contact them to discuss their results.

Q How long on average does it take to get the health check results?

A It normally takes 3 to 5 days from the blood sample being received at the lab for your employees to be informed of their results.

Q How are Health Check results made available?

A Your employee will be able to see the results of their Health Check in a report available within the app.

They can have a follow-up consultation after their Health Check assessment. A doctor will review all significantly abnormal results and your employee will be able to see this in the app. However, if the doctor considers it necessary, they will contact your employee to discuss their results before issuing the personalised report.

Q Who is eligible?

A The health check is only for insured employees covered under a Group Income Protection or Group Critical Illness policy and can't be shared with family members.

Digital GP

Designed to complement existing NHS treatment, the Digital GP is a private doctor service offering access to clinical advice and guidance in non-emergency situations. It offers the peace of mind of being able to speak to a doctor quickly.

Up to three sessions each policy year are available, which can be shared between the employee, their spouse or partner or eligible children. For follow-up appointments, there's even the option to select the same GP as the original appointment as well as the next available GP. Employees can usually get an appointment in an average time of three hours.

A consultation could lead to a prescription, a fit note, a recommendation or referral for specialist treatment.

Your employees and their immediate family can also use the service if they want to speak to a UK doctor for advice while on holiday.

Q How does it work?

Video appointments	<ul style="list-style-type: none">• Employees can book a video appointment with a GP.• These appointments – lasting up to 20 minutes – can provide a medical diagnosis, including advice on medical conditions or concerns, as well as a private prescription - there is a delivery charge of £10 for private prescriptions from Aviva DigiCare+ Workplace, and there will be a fee for the medication too (variable cost depending on medication prescribed).• All GPs available through Aviva DigiCare+ Workplace are working in a private capacity.• Employees can view a GP's biography before booking.
Referral letter	<ul style="list-style-type: none">• If a doctor recommends further assessment or treatment, the employee will receive a referral letter for further UK-based, private specialist care. There is a charge of £15 for a referral letter.
Fit notes	<ul style="list-style-type: none">• If employees are off work sick for more than seven days, you will normally ask for a fit note (or Statement of Fitness for Work) from them from their GP or hospital doctor. If clinically appropriate, a GP can provide a fit note following the consultation.• There is a charge of £15 for a fit note.• Any fit note issued by a GP through the service will be a private fit note.• If you don't accept Fit Notes issued privately, you should make your employees aware of this.

Aviva Digital GP appointments aren't suitable under these circumstances:

- **Emergency treatment**
- **Physical examination**
- **Oral surgery**
- **Referrals or cosmetic treatment**
- **Management of long-term conditions or chronic illnesses**
- **Vaccines**
- **COVID-19**

Please refer to the Aviva DigiCare+ Workplace app for more terms and conditions.

Q Who is eligible?

A The Digital GP service is available to employees insured under Group Critical Illness or Group Income Protection, their spouse or partner and children up to the age of 18, or 21 if in full-time education.

Second Medical Opinion

The Second Medical Opinion service gives employees and their immediate families access to a network of UK-based clinicians, covering all physical and mental health conditions. All are experts in their fields and can provide a second medical opinion on a diagnosis originally given by a primary UK treating consultant. The service offers a face-to-face, telephone or in-app consultation with a medical expert, who is matched to the patient's needs based on their diagnosis. As part of the service, the patient will have the opportunity to ask questions and truly understand the illness they are facing.

After the review, the clinician will issue a report detailing the diagnosis and recommended treatment plans. This extra information from a second medical expert could offer your employees better peace of mind, or new information, giving them the confidence to make important decisions about their health.

Q How does it work?

A Your employee can ask for a second medical opinion from a new doctor through the app following an initial diagnosis. To begin with, they will have to answer a number of questions within the app. Square Health then calls the employee to arrange an appointment.

Square Health matches patients to the most suitable UK-based specialist to give a second medical opinion based on their specialism and location. Square Health will give guidance on how to get the necessary medical records for the consultation.

Once the review is complete, your employee will get a written report, sent by email or post. This will include details of the consultation, diagnosis and recommended treatment plan. The employee can share this report with their treating doctor. If the specialist recommends treatment, Square Health can give advice on how to get treatment through the NHS or privately.

Q Are there any additional costs?

A Square Health covers the costs for the consultation and the report only. The patient must cover any travel costs and costs for any treatment they decide to go ahead with following the second medical opinion, as these are not part of the service.

Q Who is eligible?

A This service is available to employees covered by a Group Income Protection and Critical Illness policy. It also includes their spouse or partner and children up to the age of 18, or 21 if in full-time education. The service is limited to two Second Medical Opinions in each policy year.

Mental Health Consultation

Mental health plays a large part in sickness in the workplace. Acting quickly to identify issues and getting help as early as possible can make a big difference. This service offers quick access to tailored mental health advice from a qualified therapist, with up to six consultations each policy year.

This completely confidential service offers help with workplace stress, money worries, family conflict, divorce and other big changes in life. It can also help with events related to family history, post-partum depression and post-traumatic stress disorder. These are examples and not an exhaustive list.

There is also a bereavement service which can be booked through the app (and includes an additional six consultations per policy year). This offers short-term counselling and emotional support for the employee, their spouse/partner or children.

Q How does it work?

A Within the app, your employee selects the symptom, reads the bios of available therapists, and chooses a therapist. They can book directly by choosing appointment dates and times up to seven days in advance with an available therapist.

The initial assessment will determine the patient's needs. The therapist will give advice and devise a personal treatment plan, which may include online CBT modules or other material to support the clinical care. Based on clinical needs, the therapist can route your employee to an appropriate clinic, hospital-based pathway or to other Aviva DigiCare+ Workplace services.

Q How does the bereavement service work?

A The bereavement support page within the app gives a number to call to book an additional six sessions per policy year on top of the Mental Health Consultation allowance. The service provides digital support or optional over-the-phone assistance. The service offers practical support, including essential steps to follow when dealing with a death.

For Bereavement – the service is available following the death of a close family member (meaning lineal ancestor or descendent or sibling, spouse or partner)

Q Who is eligible?

A This service is available to insured employees covered by a Group Income Protection or Group Critical Illness policy. It also includes their spouse or partner and children from age 16, up to the age of 18, or 21 if in full-time education. The service is limited to six Mental Health Consultations and an additional six bereavement sessions in each policy year, shared between all eligible people.

Nutritional Consultation

Nutritional Consultations can help your employees understand more about how nutrition affects their health and wellbeing.

Making healthy nutritional choices helps with achieving good physical fitness, which in turn can affect mental health. That's why it makes sense to help establish a healthy relationship with food.

Q How does it work?

A Within the app, the employee selects from available nutritionists. Employees have access to up to 6 consultations per policy year with a nutritionist. They can book directly by choosing appointment dates and times up to seven days in advance with an available nutritionist.

During these 30-minute sessions, the nutritionist will give advice on optimal eating plans, how to change relationships with food and how to break bad habits.

Q Who is eligible?

- A The Nutritional Consultation service is available to:
- employees insured under Group Critical Illness or Group Income Protection
 - their spouse or partner, and
 - children from age 12 up to the age of 18, or 21 if in full time education.

Company data and security

Customer Portal

Q What is the Customer portal?

- A This application will allow you to add and invite employees and maintain their information. It also allows you to view and edit account information and add and maintain employees using Aviva DigiCare+ Workplace. You can also check the activity log for all your users to monitor aggregated usage across their organisation.

Not only that, the Customer Portal gives you access to trigger invitation emails, alongside giving you easy to use engagement materials to promote usage with your employees. Such as posters, flyers, brochures, intranet copy, information sheets for team meetings and videos.

The application needs to be accessed through a browser, so basic hardware requirements that can accommodate a browser are needed.



For more detailed information on the Customer Portal please read **our handy Customer Portal User Guide**

Q How do I get access to the Customer Portal?

- A Either speak to your financial adviser or if you're a direct customer contact:



digicare@aviva.com. They will need the following details to set you up in the Customer Portal:

- 1 Company Name
- 2 Companies House Number
- 3 Business Address
- 4 Contact Name for Customer Manager (the administrator at your company)
- 5 Email Address for Customer Manager
- 6 Phone Number for Customer Manager

Data and security

Q Does the app need personal details?

- A Yes, Square Health can't legally issue a prescription, referral or fit note without a name, home address, date of birth, accessible email address and contact phone number. Employees must provide these details in the mobile application once they have registered and accepted the terms and conditions.

Q Is the personal data secure?

- A Yes, all details are fully encrypted and stored electronically.

Only authorised Square Health staff can access the personal data and information stored from previous appointments.

Square Health won't share any medical information with Aviva, the employer, or any other third party, unless the employee consents for them to do so. The private GP will only share medical notes with an NHS GP for the purpose of continuity of care if the patient gives express permission for them to do so.

If the employee closes their account, Square Health holds their details in line with their privacy policy.

Q Where is the data held and who has access to it?

A For more information about how Square Health processes personal data, please read the Privacy Policy:



cms.squarehealth.com/aviva_health/privacy_policy.html

Q Is an employee's personal data securely held?

A Square Health records and fully encrypts all consultations.

All confidential information is stored and communicated securely using industry leading, AES 256 end-to-end encryption. All access is controlled and audited through Square Health's internal systems.

Q How is financial data stored?

A Square Health does not store financial data. All payments in-app are made securely through a third-party payment provider.

Q Who has access to medical data?

A Only authorised individuals at Square Health have access to medical information. This is determined by role and necessity.

The Square Health GP can access medical data in the app in preparation for and during a consultation. Employees can also access their own medical information in the app.

Authorised Square Health employees can access medical data in line with audit requirements.

This is a controlled process and systems are password protected with limited employees having access.

Q Where is health data stored?

A Health data is stored on secure cloud servers, within the European Union.

Q Is health data shared with the NHS?

A Square Health will share the health consultation record directly with the employee (this can be downloaded from the app) giving them the opportunity to share this with their NHS GP or any other clinician they want to. The private GP will only share medical notes with an NHS GP for the purpose of continuity of care if the patient gives express permission for them to do so.

Q If an employee wants copies of the data Square Health hold on them, how do they do this and what format will they receive it in?

A To request the data Square Health hold on them, employees should email:



digicarehelp@squarehealth.com. Square Health will send them a link to an online request form to complete. They will usually process the employees request within seven days and send the information within 30 days in a PDF format.

Q Are appointments recorded?

A Yes. Square Health records all video appointments within the Aviva DigiCare+ Workplace app and stores them securely with full end-to-end encryption.

Square Health records appointments for auditing and monitoring to make sure they continue to provide access to the best possible care.

Q Can employees request a copy of their recorded appointment?

A Employees can only request copies of their own appointment recordings or those of the child/children under the age of 16 to whom they are a parent or guardian. To request their recordings of their video appointments employees should email:

 **digicarehelp@squarehealth.com**

Q Can employees access these services without a smartphone?

A Aviva DigiCare+ Workplace is an app-based service. If an employee doesn't have a smartphone,

 they should contact Square Health on: **0333 023 2730**.
Lines are open Monday - Friday, 9am - 5pm.

 or email: **digicarehelp@squarehealth.com**
and they will see how they can help the employee access the required services.

Q Can uninsured employees or Group Life customers access Aviva DigiCare+ Workplace?

A Yes, you can access Aviva DigiCare+ Workplace for your employees as a paid for option, with a direct contract with Square Health. There is a cost per month for each employee you want to add. To request this your clients can contact Aviva to facilitate, they can contact us on:

 **digicare@aviva.com**

Q What performance data will I receive?

A You can access usage data from the Customer Portal showing how many employees have registered for Aviva DigiCare+ Workplace. This is something we will look to improve over time, however confidentiality rules mean that you will never be able to access medical information about individual employees.