

Networks



What is a network?

A network is a group of treatment units specialising in managing specific conditions. Our network providers (clinicians and medical facilities) are independently validated through data from the Care Quality Commission (or equivalent) and are assessed against best practice standards and quality criteria.

All policy/scheme members can benefit from our clinically selected networks. If you are a member of a large corporate scheme (Optimum/Optimum Referral/Trust) your member documentation will detail how networks apply to you.

Why have we created networks?

By creating networks we can influence the treatment pathway, focusing on the outcomes that truly matter to our customers. This means we can offer greater assurance when it comes to clinical quality and treatment, and ensures that affordability is maintained.

We're continually developing our networks, and this page will be updated each time a new network is introduced.

Current networks

Condition/Symptom	Network overview	Out-patient limit	Effective from
Cataract	Selected hospitals and specialised eye clinics throughout the UK who provide a full treatment pathway for removal of cataract with lens implant.	If your policy/scheme has an out-patient limit it will not apply to treatment received through this network. All eligible out-patient bills will be paid in full.	3 June 2019
Hip pain or related orthopaedic conditions	Selected hospitals throughout the UK who provide a full treatment pathway from initial consultation and diagnosis through to treatment and recovery for selected hip conditions.	If your policy/scheme has an out-patient limit it will not apply to treatment received through this network. All eligible bills will be paid in full.	14th December 2020

Condition/Symptom	Network overview	Out-patient limit	Effective from
Knee pain or related orthopaedic conditions	Selected hospitals throughout the UK who provide a full treatment pathway from initial consultation and diagnosis through to treatment and recovery for selected knee conditions.	If your policy/scheme has an out-patient limit it will not apply to treatment received through this network. All eligible bills will be paid in full.	14th December 2020
Back or neck pain or related orthopaedic conditions	Selected hospitals throughout the UK who provide a full treatment pathway from initial consultation and diagnosis through to treatment and recovery for selected spine conditions.	If your policy/scheme has an out-patient limit it will not apply to treatment received through this network. All eligible bills will be paid in full.	3rd April 2023

How we select and manage network providers

Aviva's Clinical team identify the best practice treatment pathways and clinical standards, to form the basis of our requirements for each network. We adopt a 'Value Based Healthcare' approach to ensure that we select providers with high clinical quality, delivering excellent customer experience and at good commercial rates. We ask clinical providers to go through a competitive tender process so that we can evaluate their capability, quality, service and value for money.

Our Clinical team evaluates performance of network providers based on:

- Treatment pathway alignment with best practice
- Clinical governance and safeguarding processes
- Regulatory body information (for example information publicly available from the Care Quality Commission, Health Improvement Scotland, Health Inspectorate Wales, and the General Medical Council)
- Clinically relevant metrics such as complication rates, revision rates and re-admission rates

Our Provider Management team reviews service delivery quality of network providers based on:

- Appointment/treatment availability
- Ease and speed of access
- Patient satisfaction ratings

How do I make a claim?

Contact our claims team online via MyAviva, or call the number in your policy/scheme documentation, with an open referral from your GP. An open referral is a referral for tests or treatment that details the type of specialist you need to see but doesn't name a specific specialist or hospital.

An open referral should include:

- your medical condition and/or symptoms
- the specialism and sub-specialism of consultant that you need to see
- the degree of urgency required for the appointment.

Need this in a different format?

Please get in touch if you would prefer this brochure (**GEN6000**) in large print, braille, or as audio.

How to contact us



0800 158 3333



contactus@aviva.com



aviva.co.uk

Lines are open 8.00am-6.30pm Monday to Friday and 9.00am-1.00pm Saturdays. Calls may be recorded and/or monitored.

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