

GuideWell

Aviva's open referral product

| Retirement | Investments | Insurance | **Health** |

Presenting **you** with **choice**



Choose your **preferred location for treatment** by selecting a postcode of your choice – whether near your home or work.



We include over

16,000
specialists

in around 300 hospitals
across the UK

If you need to claim on your private healthcare scheme, you will need to obtain an open referral from your doctor.

We describe an open referral as being a recommendation by a GP for a medical investigation or treatment, without being specific about which specialist and which hospital carries this out.

With GuideWell, we aim to locate a specialist and hospital appropriate for your medical needs, within a 25 mile radius of your chosen postcode.

Ensuring realistic
travelling distances



On average, GuideWell customers travel 10 miles outside of

London 7 miles within the London region to their treatment location.

Streamlining the customer journey

With Aviva's **direct booking service**, we ensure a seamless customer experience. We can pre-authorise your treatment and book your appointment, with most major hospital suppliers, at the same time.



Turn over to find out how to claim



GuideWell – How to claim with an open referral



Step 1 – Visit your GP and ask for an open referral

If your GP refers you for further assessment or treatment, you'll need to ask for an open referral. To help you collect all of the necessary information, you can download an open referral form from aviva.co.uk/guidewellform.

N.B. All claims for members under the age of 16 will require a named referral.

Remember

For back, neck, muscle or joint pain our **BacktoBetter** service should be your first point of call with **no need to contact your GP**.

Just call the customer service helpline.

Step 2 – Call the customer service helpline

...and we'll locate a specialist and hospital appropriate for your medical needs. You'll find the customer service helpline number on your membership card. Before you make this call, please check that you have to hand:

- your policy number which is detailed on your membership card
- details of your symptoms and/or medical conditions
- medical specialism and sub-specialism of the specialist you need to see

And we'll locate a specialist and hospital that are appropriate for your needs.

Step 3 – Diagnosis, treatment or surgery

If your specialist decides you need treatment for a diagnosed condition or recommends another specialist for treatment, please contact us with an update so that we can confirm that your treatment is covered.

- At the end of your claim we will settle all bills directly with the treatment provider, so you don't need to worry.
- GuideWell promises no shortfalls on hospital charges, anaesthetist fees, and specialist fees, as long as the GuideWell claims process is followed.

N.B. Remember that treatment by a specialist or at a hospital that has not been confirmed by us will not be covered.

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