

# Let's get BacktoBetter

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

**BacktoBetter** is our independent 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.**

Calls may be monitored and/or recorded.



# BacktoBetter helps you get better, quicker

If you have an ache or pain in your back, neck, muscles or joints then BacktoBetter can help.

**There's no need to make an appointment with your GP, just call the customer service helpline.**

## 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 – Telephone clinical assessment

If your symptoms are eligible, we'll arrange for a clinical case manager from one of our independent clinical case management providers to call you, at a convenient time. The call may take around 20 minutes, this is to make sure the case manager can provide the right course of treatment.

## Step 3 – Get your personal treatment plan

If the 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'll 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.

**Please read your member guide for more information on the BacktoBetter claims process. 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.**