

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. It gives you access to providers who, using evidence-based medical guidelines, will help steer you through the right treatment pathway.

**There's no need to see your GP,
just call the customer service helpline on**

0800 158 3344

Calls to and from Aviva may be monitored and/or recorded.



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 follow these easy steps.

Step 1 – Make a call

To access BacktoBetter call the customer service helpline on **0800 158 3344** and describe your symptoms. This is an initial call so we can assess your claim. Calls to and from Aviva may be monitored and/or recorded.

Step 2 – Clinical assessment

Our claims consultant will chat through your needs and ask you to complete an assessment to personalise the support we offer. You can choose to complete your assessment:

- over the phone, or
- online through BacktoBetterDigital

By going online, you can complete the assessment straightaway or book a tele-physio or face-to-face appointment. Whichever is most convenient for you.

Step 3 – Get your personal treatment plan

Based on your clinical case managers recommendation, they may provide a treatment plan that includes advice and online support on managing your 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. The clinical case manager will also advise how best to remain active with a tailored home exercise programme and will continue to monitor your progress throughout your claim.

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 out-patient limit, this 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.

Aviva Health UK Limited. Registered in England Number 2464270. Registered Office 8 Surrey Street Norwich NR1 3NG. Authorised and regulated by the Financial Conduct Authority. Firm Reference Number 308139. A wholly owned subsidiary of Aviva Insurance Limited. This insurance is underwritten by Aviva Insurance Limited. Registered in Scotland, No. 2116. Registered Office: Pitheavlis, Perth, PH2 0NH. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Firm reference number 202153. Aviva Health UK Limited acts as agent of Aviva Insurance Limited for the purposes of: (i) receiving premium from our clients; and (ii) receiving and holding claims money and premium refunds prior to transmission to our client making the claim or entitled to the premium refund.

aviva.co.uk/health

GEN6516 REG001 03/2023 © Aviva plc

