



For employer use only. Not for use with employees.

# Cancer doesn't care, **we do.**

Our specialist cancer services provide help and support for your employees and their loved ones throughout their cancer journey and beyond.

Available to group members covered on an Optimum or Optimum Referral private healthcare scheme.

**It takes a partnership to make living with cancer easier. It takes Aviva.**



# Our cancer support services

**We understand that receiving a cancer diagnosis is hard. Your employees may experience a whole host of emotions.**

They'll need support to make sense of the situation and guidance to help them feel a sense of control.

Living with cancer isn't a linear process. Every day is different, and your employees may experience a range of physical, emotional, and financial concerns, each requiring personalised assistance.

That's why our cancer support now goes way beyond the traditional claims process. We're there every step of the way, doing the best we can to help make a time of uncertainty that bit easier.



2 / 12

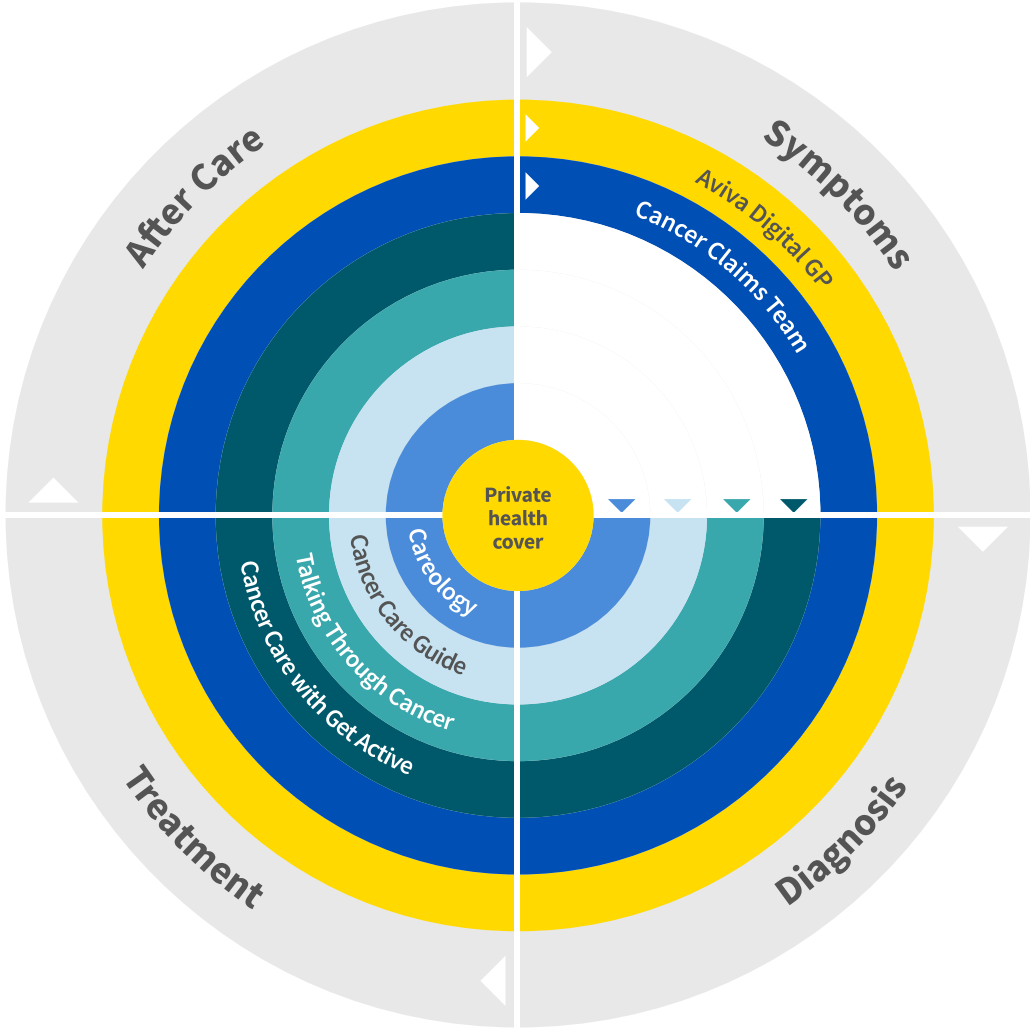
# Cancer support that cares more

## Support for your employees and their families

Cancer touches everyone and as hard as a diagnosis can be on your employees, it can often turn their family and friends' lives upside down as well. That's why we've extended our supporting services to not only be there for the individual who has been diagnosed with cancer, but for those caring for them too.

From symptoms and diagnosis to treatment and beyond, we're there for them every step of the way.

Click on the ⓘ for the benefits details and the ✕ to close the pop-up.







# Aviva cares about cancer



## Our cancer pledge

**We understand getting a cancer diagnosis is hard. It can bring uncertainty. You can feel like you're on an emotional roller-coaster, and the simplest things in everyday life can feel overwhelming. That's why our cancer support extends beyond simply paying claims.**

### Our Cancer Pledge

“Whatever cancer brings, we're there for you and your loved ones. We recognise that you're a person dealing with a hard diagnosis, not just a claimant. We won't let cancer define you.

That's why we're not just here to pay claims for cancer treatment. We'll also help provide the reassurance, practical support, and emotional strength you and

your loved ones need to continue living life as best you can, throughout your cancer journey and beyond.

Our dedicated Cancer Claim Team will be by your side every step of the way. Working alongside our expert partners and suppliers, we can help with your physical, financial, and emotional concerns to try and make living with cancer that bit easier.

If you need a little more support, there's help with your wellbeing and a range of discounted cancer care products and services for you and those closest to you. Helping you focus on living life as best you can, together.”

**It takes Aviva.**

# A specially trained Cancer Claims Team - treating your employees as individuals

**Whatever cancer brings, our dedicated Cancer Claims Team will be by your employee's side every step of the way.**

They've been specially chosen for their understanding, patience, and empathy. With training from our in-house clinical team who are experienced in providing cancer care and treatment, they've an in-depth understanding of what it means to be living with cancer.

They recognise that everybody's cancer journey is unique. They'll take the time to understand their personal circumstances and guide them to the most appropriate specialist and support.

Your employees can even request to speak to the same person each time they call, if they'd feel more comfortable.

## **Our dedicated Cancer Claims Team:**

- ✓ Our experienced team with an in-depth knowledge of cancer is there to support your employees from initial diagnosis throughout their treatment.
- ✓ Your employee can request to speak to the same person each time they call.
- ✓ Our team is supported by an in-house clinical team which includes trained GPs, nurses and a cancer surgeon.
- ✓ The team receives regular training from our in-house clinicians to ensure they're up to date with the latest developments.



# Cancer Care Guide

**It's difficult for anyone to find out they have cancer and when receiving a diagnosis like this, people often experience a whirlwind of emotions.**

That's why it's essential that we're ready to guide your employees to the right support as quickly and easily as possible, should it happen to them.

We're proud to work in partnership with Macmillan Cancer Support, our Cancer Care Guide has been developed with their expert information to make it simple for your employees and their loved ones to find the information they need to help make living with cancer that little bit easier. Whether your employee has physical, emotional or financial concerns, we're by their side every step of the way.

## Here for the full story

- ✓ The guide is full of useful tips to help support your employees and their loved ones.
- ✓ It focuses on topics that are most helpful for people living with cancer, as identified by Macmillan Cancer Support.
- ✓ If they'd like practical support or to talk to one of Macmillan's specialist cancer nurses, details of Macmillan's cancer support helpline are included.

## Knowledge is power

The cancer experience can be one of uncertainty and anxiety. No two days are the same. People are seeking a sense of control across the journey, for themselves and their family and friends. Knowing what to expect can help your employees feel less overwhelmed, more in control and better equipped to make decisions.

That's why the Cancer Care Guide covers topics like:

- ✓ Advice regarding financial concerns
- ✓ Healthy eating
- ✓ Employment rights
- ✓ Questions to ask the healthcare team
- ✓ Support to help you prepare for cancer treatment.

This guide could be changed or withdrawn at any time.





# Talking Through Cancer

**Talking Through Cancer is on hand to help your employees and their loved ones throughout their cancer journey and beyond.**

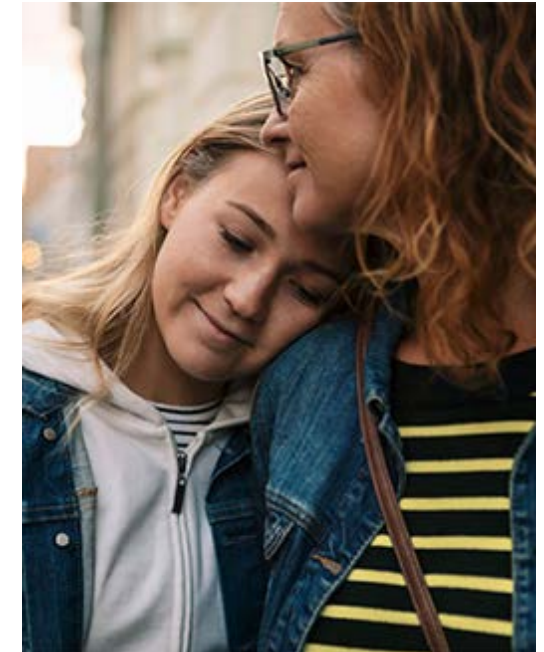
We work with a third party clinical provider with a thorough knowledge of the different experiences people go through when living with cancer. Their dedicated team of specialist cancer therapists will help your employee and their loved ones work through the emotional ups-and-downs offering compassionate support and practical techniques along the way.

They will help them feel more in control of the situation, listening and gaining a thorough understanding of their needs, going at their pace - offering the right support, when they need it. Whether they want help coming to terms with a diagnosis, tips to help them understand more about the next steps, or simply want someone to talk to.

The specialist therapists don't just support the person who's received the diagnosis, they'll be there for your employee and those closest to them, with personalised support tailored to their own and their loved ones' needs. They'll help provide the reassurance and emotional strength to live life as best they can, together.

## Talking Through Cancer offers a comprehensive programme of activity to help your employees every step of the way

- ✓ Prompt access to support from specialist cancer therapists.
- ✓ Clinical programme specifically designed to support people with cancer, their family and loved ones.
- ✓ No need for a GP referral.
- ✓ A programme of therapy tailored to individual needs.
- ✓ Online, video, telephone or face-to-face support where required.
- ✓ Support for your employee and up to four loved ones, even if they're not included on your cover.
- ✓ Specialist support for children from the age of five years.
- ✓ Dedicated support throughout your employees' cancer experience and beyond.



This service is available to employees who have cancer cover on their scheme and an eligible cancer claim.

# Careology

**At a time when life can feel overwhelming, Careology offers a simple way for employees to record and manage information relating to their cancer care.**

So, whether they want to make a note of their questions, thoughts and feelings, receive reminders to take medication, or keep track of their side effects or symptoms, it holds everything securely in one place - helping them feel a little more in control.

The app can act as an easy and accessible way for employees to have appropriate and efficient communication with clinicians. However, it's important for them to remember that it complements advice from their multi-disciplinary team, not replaces it.

## Employees can:

- ✓ Monitor and record their symptoms and side effects to easily keep track of how they are feeling. If any red flag symptoms are logged, they will be prompted to contact their care team.
- ✓ Input details of their medication and their medication schedule and receive reminders through the app when it's time to take a specific drug. The reminder functionality can be turned off if the member wishes.
- ✓ Jot down questions, organise their thoughts and keep notes of how they are feeling each day through the journal functionality. These can be kept private or shared with their carer/clinician.
- ✓ Share their health status with their friends and family by enabling nominated individuals to have access to a 'read-only' version of the app.
- ✓ Download a PDF health report should they wish to share their cancer care with other healthcare professionals. For example, the report can be shared with a dentist to easily communicate their current treatment.

This service is a non-contractual benefit Aviva could change or withdraw at any time.





# Aviva Digital GP Cancer Care - A GP in your employees' pockets

## Aviva Digital GP is there 24/7 for your employees.

Whether they need medical advice for a symptom that could be linked to a possible cancer diagnosis, or they are already on a cancer pathway and need to discuss any general medical concerns that may feel all the more daunting, they will get swift, convenient support without having to leave home. They will have qualified, empathetic GPs available to talk to, day or night, at the touch of a button.

### ✔ Choice

Your employees will be offered both male and female GPs to choose from. They can also select the same GP who they have seen previously, via the app, within the last 6 months in order to book directly with them, helping build a strong relationship between your employee and the GP. Additionally, they can review GPs' bios and select a GP based on the profile that best suits their needs.

All GPs supporting the Aviva Digital GP app are on the GMC GP Register.

### ✔ Employees can add child cover

If your employees have any children under 16, they can add them to their account for paediatric consultations, with a limit of up to 10 children per member.

### ✔ Consultation Advice

After your employees' GP consultations, they will be able to see the advice they have been given and consultation history within the app. Plus, with consultation notes held securely on the app, they can easily access and email the medical information to their oncology team.

### ✔ Repeat NHS GP prescriptions

Your employees can order their NHS repeat medication within the app (all NHS England exemptions accepted) and get free UK delivery, so that they don't have to leave home at a time when it might not be so easy to do so.

### ✔ When time matters, this app helps

After a cancer diagnosis any changes to general health could feel even more concerning. But your employees can feel reassured that with Aviva Digital GP, they can access a GP video consultation 24/7 and even in as little as 30 minutes, with most available on the same day.

### ✔ Option to update a short medical profile before their next GP appointment

This means the GP will have an understanding of your employees' recent medical history, including any medication they may be taking as part of their cancer treatment plan.

This service is a non-contractual benefit Aviva could change or withdraw at any time.



# Cancer Care with Get Active

**Get Active provides discounted gym memberships, online workouts and other offers that can help your employees look after their health and wellbeing.**

We've now enhanced this benefit to include savings on products and services to help make a small difference if your employees or someone close to them is living with cancer. These can be used for personal support or to gift to loved ones who are living with cancer.

So, whether they're looking to improve their current health and wellbeing, show someone who is living with cancer their support, or they just want to feel more like themselves following a cancer diagnosis, there's a choice of specially arranged products and services to help.

## Cancer Care with Get Active\*

- ✓ **Everyday support** - discounted products and services that can help with the daily living adjustments a cancer diagnosis and treatment can bring.
- ✓ **Quality time** - services and experiences to use for 'me time' or to share with friends and loved-ones.
- ✓ **Living life as fully as possible** - discounts on products and services to aid both physical and mental wellbeing.
- ✓ **Caring and sharing** - the discounts can be used for personal support or to gift to loved ones who are living with cancer.

\* This service is a non-contractual benefit Aviva could change or withdraw at any time.

# How our partnership with Macmillan can benefit your employees



**To complement our Cancer Care Guide, Macmillan Cancer Support's Helpline helps your employees get a whole host of support, including:**

## Clinical support

They can get help with understanding treatment options, dealing with side effects, eating healthily and keeping active. They can also speak to a Macmillan Clinical Nurse Specialist to learn what to expect from their diagnosis and get key information on how to manage symptoms and side effects.

## Financial support

They can call the support line to speak to a welfare rights adviser if they need help to claim benefits and they can make sure they're not missing out on anything they're entitled to. They can also get help with all aspects of their finances, with personalised support and guidance to help them plan their budget, manage

their money and understand their personal finance options, helping reduce the impact cancer can have on their finances.

## Emotional support

They can call the support line and specialist cancer information advisers will offer a shoulder to lean on if they're feeling upset or overwhelmed.

## Practical help

The day-to-day things can be hard during cancer treatment. Macmillan can help your employees find out how to get assistance. For example, they can speak to a member of the energy advice team to learn about the support available from their gas and electricity providers. They may also be able to help them unlock financial help towards bills, boilers and energy efficiency measures.

## Help with work

They can find out how to cope with the impact a cancer diagnosis might have on work too.

Work support advisers can help them understand their rights and guide them through how to negotiate any adjustments they might need. Online community groups, blogs, 'Ask an Expert', 24-hour support in a safe environment. Here members can share their experiences, ask questions and vent their emotions with people who understand.

**Whether your employees have questions about symptoms and treatment, or they simply want to talk to someone who understands, we can offer them a shoulder to lean on every step of the way. Working alongside Macmillan, we can provide help with physical, financial and emotional concerns, whatever their cancer diagnosis may bring. Offering cancer cover that's more than just a claim.**

**For more information about our cancer support, please speak to your usual Aviva Account Manager.**





## Need this in a different format?

Please get in touch with Aviva if you would prefer this brochure (**GEN7579**), in large print, braille or as audio.

 0800 051 7501

 [contactus@aviva.com](mailto:contactus@aviva.com)

 [aviva.co.uk](http://aviva.co.uk)

Lines are open Monday to Friday 8.00am - 6.30pm.

Calls may be recorded and/or monitored.

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

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.co.uk/health](http://aviva.co.uk/health)

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.

REG001 GEN7579 11/2023

[Back to start >](#)