

For financial adviser use only. Not for use with customers

# Aviva DigiCare+ Workplace

FAQs

Advisers

## Accessing Aviva DigiCare+ Workplace

### What is Aviva DigiCare+ Workplace?

Aviva DigiCare+ Workplace is an app designed to give your clients' employees the guidance and care they need to help detect, manage and prevent physical and mental health problems.

Provided by Square Health, the Aviva DigiCare+ Workplace app gives access to a range of health and wellbeing services at their fingertips.

Once registered, employees can book online appointments with a digital GP, nutritional consultant or a mental health consultant. It also includes bereavement services. Employees can request a self-administered Health Check kit, which includes a follow-up consultation with a clinician to discuss their results. It also offers a UK-based second medical opinion service.

The app is available as part of the extensive clinical wellbeing services Aviva provides to corporate customers with an Aviva Group Protection policy covering your clients' insured lives.

**Clients who have employees who are not covered by their Group Protection policy can buy services directly from Square Health. For more information, contact [digicare@aviva.com](mailto:digicare@aviva.com).**

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

**Terms and conditions and residency restrictions apply.**

### What is the difference between Aviva DigiCare+ and Aviva DigiCare+ Workplace?

Aviva DigiCare + is for Individual Protection customers (advised individual protection customers, excluding Simple Life Insurance). Aviva DigiCare+ Workplace is for employees insured under an Aviva Group Protection policy. The services are slightly different.

Aviva DigiCare +	Aviva DigiCare+ Workplace
Annual Health Check	Finger-prick Health Check
Digital GP	Digital GP
Second Medical Opinion	Second Medical Opinion
Nutritional Consultations	Nutritional Consultations
Mental Health Consultations	Mental Health Consultations - including additional bereavement support
Nurse Anytime Helpline	Gym discounts and cancer care discounts
Physiotherapy (Income Protection customers only)	Aviva Wellbeing Library
Bereavement support	Repeat Prescription service
Gym and cancer care discounts	
Aviva Wellbeing Library	
Personal training service	

## **Q Who are Square Health?**

**A** Square Health is a specialist digital health and wellbeing technology solutions provider. They have been operating for over 25 years and work with over 5,000 UK GMC registered doctors. They are regulated by the CQC. They provide a wide range of connected healthcare services.

 Read the latest full report at: [www.cqc.org.uk/provider/1-1622181917/services](http://www.cqc.org.uk/provider/1-1622181917/services)

 You can find more information about Square Health at: [www.squarehealth.com](http://www.squarehealth.com)

## **Q Who is the app for?**

**A** The Aviva DigiCare+ Workplace app and services are available to employees insured under one of Aviva's Group Protection policies and reside in Great Britain, Northern Ireland, the Channel Islands or Isle of Man. However, except for the annual Health Check, the employee can share most benefits with their partner/spouse and dependants up to the age of 18 (or 21 if in full time education). Mental Health Consultations can be accessed by partner/spouse and children aged 16 up to age of 18 (or 21 if in full time education). The Nutritional Consultations are available for partner/spouse and children from age 12 up to the age of 18 (or 21 if in full time education).


## **Q Is this just available to new customers?**


**A** No, it is also available for all existing clients insured under an Aviva Group Protection policy.

## **Q How do my clients' employees contact you if they have any queries regarding Aviva DigiCare+ Workplace?**

**A** We've developed Aviva DigiCare+ Workplace as a digital solution, so employees can access services quickly and easily through the digital app.

If employees need technical support for the app, they can contact the Square Health customer service centre. The team can also answer service questions. Aviva DigiCare+ Workplace is an app-based wellbeing service. In exceptional circumstances, please contact Square Health for out-of-app support.

 Call them on: **0333 023 2730**. Lines are open Monday to Friday, between 9am and 5pm Square Health monitor and record calls.

 If employees can't use the Aviva DigiCare+ Workplace app, they can contact Square Health on **0333 023 2730** to access some of the services. Local UK call charges apply. Square Health record and monitor calls.

## **Q Are medical records and personal details secure within the app?**

**A** Customer data is secure at every stage of the journey. Square Health transfer data securely using RSA 2048 encryption. No data is held on the device and all data is encrypted using AES 256 for encryption at rest. This means that your client's employees medical records are protected using strong and up-to-date cryptography. The application is security tested regularly as part of any changes and by The Council for Registered Ethical Security Testers (CREST) on a regular basis. You can find more information in relation to CREST by visiting: [www.ncsc.gov.uk/organisation/crest/about-crest](http://www.ncsc.gov.uk/organisation/crest/about-crest)

## **Q How much does it cost?**

**A** Aviva DigiCare+ Workplace is a wellbeing service and access to it is offered as standard with an Aviva Group Protection policy. There is no additional client cost separate from the scheme premium. All paid for services are optional and clearly marked within the app. Subject to the terms and conditions, anyone using this service will have to meet the cost of the medication. In the event your client's employee uses the next day at home delivery service, then delivery charges will also apply.

## **Q What are the benefits of Aviva DigiCare+ Workplace?**

**A** Looking at 20 different health markers, the Health Check can provide real insight into the state of your clients' employees health.

Everything is in one place, so your clients' employees don't need to download a second app or go to a different website. Alongside all the benefits, employees can find all the relevant information such as the number of appointments, consultations or second medical opinions they have available to them in Aviva DigiCare+ Workplace.

These great benefits are only useful when employees are aware of them and know how to access them. Our ongoing engagement programme helps your clients make sure their employees know all about Aviva DigiCare+ Workplace and how to use the services.

### **Q Can employees access these benefits from MyAviva?**

**A** No, Aviva DigiCare+ Workplace is a separate app from MyAviva. All the benefits are accessible within the Aviva DigiCare+ Workplace app.

### **Q How do your clients register for the app?**

**A** Please contact:

**@ digicare@aviva.com** to inform us of a client who wants to launch Aviva DigiCare+ Workplace to their employees. When contacting us we will work with you to gain the following six pieces of information to get started:

- 1 Client/Employer name
- 2 Companies House number
- 3 Scheme/policy number
- 4 Employer contact name
- 5 Employer contact email address
- 6 Employer contact telephone number

Square Health will send your clients an invitation by email with instructions on what to do next.

Once your client has loaded employee data into the portal (we only ask for the email addresses for their employees, nothing else), each employee will receive a welcome email asking them to validate their email address. They will then need to provide consent and agree to the terms and conditions and the privacy policy for using the app to complete the registration and use the app.

After completing this step, Square Health will activate their account and the employee is ready to start using the service. Mobile data charges may apply when downloading or using Aviva DigiCare+ Workplace.

### **Q Can your clients' employees use the Aviva DigiCare+ Workplace service while away on holiday or working abroad?**

**A** If an employee is a resident of Great Britain, Northern Ireland, the Channel Islands or the Isle of Man, they can use this service abroad.

If medication is needed, Square Health will confirm the type of medication in the consultation notes within the app. The employee will be able to show the consultation notes to a local pharmacist to help get the medication they need. The local pharmacist will treat this as an advice note and the decision to dispense lies with them. Square Health has no authority over this.

### **Q What services are available through Aviva DigiCare+ Workplace?**

**A** The Aviva DigiCare+ Workplace offers these services:

- **Health Check**
- **Digital GP**
- **Second Medical Opinion**
- **Mental Health Consultation (including additional sessions for bereavement support)**
- **Nutritional Consultation**
- **NHS Repeat Prescription Service**

We'll look at each of these services individually.

**There may be limits to the number of times your client's employees can use this service, they can check their full allowances within the app.**

## **Q Will service allowances increase if an employer holds more than one Group Protection Policy?**

**A** Yes, if an employer has more than one Group Protection policy, then the service allowances available to insured employees will increase for Digital GP, Mental Health, Bereavement and Nutritional Consultations only.

- **Two policies - double the services**
- **Three policies - triple the services**

Insured employees can check their full service allowances within the app.

## **Health Check**

Aviva DigiCare+ Workplace offers a health assessment through a fingerprick blood test. It's a self-administered test that can be taken at home. This quick test checks 20 different health markers to spot problems early on. It covers a wide list of issues, including the risk of diabetes, cholesterol status and liver health.

As part of the test, the employee receives a personalised health report and recommended course of action. If needed, they can then book a consultation with a Clinician to discuss the results. By taking this test, employees can keep on top of their health, detect issues early and maybe help prevent certain health problems.

 **Read an example of the Health Check report here.**

## **Q What services are available through the Health Check?**

**A** Convenient and easy to do at home, the Health Check helps your client's employees to pro-actively manage their health. It can detect early risk warnings and signs to support primary prevention and enable early intervention.

Employees can book a consultation with a clinician if they want to discuss their Health Check results. They must do this within 90 days of the report being issued. This appointment isn't one of their Digital GP Consultations that are included with Aviva DigiCare+ Workplace.

If necessary, Square Health or the clinician may refer an employee to another appropriate Aviva DigiCare+ Workplace service or to the NHS.

## **Q How does it work?**

**A** The employee requests a test kit through the app, which is delivered to their home address. They have 90 days to take the test and return it to the laboratory in a pre-paid self-addressed envelope. The employee must return the blood sample on the same day they take it.

After analysing the blood sample, Square Health confirms the results in a report the employee can download through the app. If any results are significantly abnormal, a clinician will contact them to discuss their results.

## **Q How long on average does it take to get the health check results?**

**A** It normally takes 3 to 5 days from the blood sample being received at the lab for your client's employees to be informed of their results.

## **Q How are Health Check results made available?**

**A** The employee will be able to see the results of their Health Check in a report available within the app. They can have a follow-up consultation after their Health Check assessment. A clinician will review all significantly abnormal results and the employee will be able to see this in the app. However, if the clinician considers it necessary, they will contact the employee to discuss their results.

## **Q Who is eligible?**

**A** The Health Check is only for insured employees covered under an Aviva Group Protection policy and can't be shared with family members.

## Digital GP

Designed to complement existing NHS treatment, the Digital GP is a private doctor service offering access to clinical advice and guidance in non-emergency situations. It offers the peace of mind of being able to speak to a doctor quickly.

Employees can book Digital GP consultations seven days a week, between 8am and 8pm and can be shared with their eligible immediate family members. For follow-up appointments, there's even the option to select the same GP as the original appointment as well as the next available GP. Employees can usually get an appointment in an average time of three hours.

A consultation could lead to a prescription, a fit note, a recommendation or referral for specialist treatment.

Employees and their eligible immediate family members can also use the service if they want to speak to a UK doctor for advice while on holiday.

Anyone using this service will have to meet the cost of the medication. In the event your client's employee uses the next day at home delivery service, then delivery charges will also apply.

**There may be limits to the number of times your client's employees can use this service, they can check their full allowances within the app.**

### Q How does it work?

<b>Video appointments</b>	<ul style="list-style-type: none"><li>• Employees can book a video appointment with a GP.</li><li>• These appointments – lasting up to 20 minutes – can provide a medical diagnosis, including advice on medical conditions or concerns, as well as a private prescription.</li><li>• All GPs available through Aviva DigiCare+ Workplace are working in a private capacity.</li><li>• Employees can view a GP's biography before booking.</li></ul>
<b>Referral letter</b>	<ul style="list-style-type: none"><li>• If a doctor recommends further assessment or treatment, the employee will receive a referral letter for further UK-based, private specialist care or back to their NHS GP for further treatment.</li></ul>
<b>Fit notes</b>	<ul style="list-style-type: none"><li>• If employees are off work sick for more than seven days, your clients will normally ask for a fit note (or Statement of Fitness for Work) from them from their GP or hospital doctor. If clinically appropriate, a GP can provide a fit note following the consultation.</li><li>• Any fit note issued by a GP through the service will be a private fit note.</li><li>• <b>If your clients don't accept Fit Notes issued privately, they should make their employees aware of this.</b></li></ul>
<b>Private Prescription</b>	<ul style="list-style-type: none"><li>• Private prescriptions can be issued following a consultation if clinically appropriate.</li><li>• The medication can either be collected from the employee's nominated pharmacy or posted out to the employee's nominated address, next day home delivery</li><li>• If collected from a pharmacy, medication will need to be paid for by the employee on collection and costs will vary depending on the pharmacy. If the medication is posted, private prescription charges will apply in addition to the cost of delivery, charged at Royal Mail rates</li><li>• For residents on the Channel Islands and Isle of Man, medication cannot be collected from a nominated pharmacy and will need to be posted to the individual.</li></ul>

### Q What else is included?

- **Emergency treatment**
- **Physical examination**
- **Oral surgery**
- **Referrals for cosmetic treatment**
- **Management of long-term conditions or chronic illnesses**
- **Vaccines**

Please refer to the Aviva DigiCare+ Workplace app for more terms and conditions.

## **Q Who is eligible?**

**A** The Digital GP service is available to employees insured under one of Aviva's Group Protection policies. It's also available to their spouse/partner and dependents up to the age of 18 (or 21 if in full time education).

## **Q Can children use the service?**

**A** Yes. Employees can set up their children under 16 (when under 16 the child is set up under their parent's account) and over 16's (up to 21 if still in full time education) will receive their own invite once invited by the primary user - this is clearly marked in the app to make it easy for employees.

## **Second Medical Opinion**

The Second Medical Opinion service gives employees and their eligible family members access to a network of UK-based clinicians, covering all physical and mental health conditions. All are experts in their fields and can provide a second medical opinion on a recent diagnosis originally given by a primary UK treating consultant.

The service offers a face-to-face, telephone or in-app consultation with a medical expert, who is matched to the patient's needs based on their diagnosis. As part of the service, the patient will have the opportunity to ask questions and truly understand the illness they are facing.

After the review, the clinician will issue a report detailing the diagnosis and recommended treatment plans. This extra information from a second medical expert could offer employees better peace of mind, or new information, giving them the confidence to make important decisions about their health.

## **Q How does it work?**

**A** Employees can ask for a second medical opinion from a new doctor through the app following an initial recent diagnosis from a GMC-registered practitioner.

The second medical opinion is another expert view on the diagnosis of, and treatment recommended for, the employee's medical condition. There is no obligation for them to act on the second opinion, but it may provide them with some options to consider.

### **How does it work?**

1. The employee books an appointment with Square Health's medical concierge
2. They will then need to send their medical records to Square Health, so their case can be reviewed
3. A face to face or virtual appointment with a clinical expert will then take place - the clinical expert will explain the options available and answer any questions an employee has
4. The employee will then receive a tailored report - this provides confirmation of their second opinion and an opportunity to discuss with their primary treating consultant

## **Q Are there any additional costs?**

**A** Square Health covers the costs for the consultation and the report only. The patient must cover any travel costs and costs for any treatment they decide to go ahead with following the second medical opinion, as these are not part of the service.

## **Q Who is eligible?**

**A** The Second Medical Opinion service is available to employees insured under one of Aviva's Group Protection policies. It's also available to their spouse/partner and dependents up to the age of 18 (or 21 if in full time education).

## **Mental Health Consultation**

Mental health plays a large part in sickness in the workplace. Acting quickly to identify issues and getting help as early as possible can make a big difference. This service offers quick access to tailored mental health advice from a qualified therapist.

This completely confidential service offers help with workplace stress, money worries, family conflict, divorce and other big changes in life. It can also help with events related to family history, postpartum depression and post-traumatic stress disorder. These are examples and not an exhaustive list.

There is also a bereavement service which can be booked through the app. This service offers short-term counselling and emotional support for the employee, their spouse/partner or children.

**There may be limits to the number of times your client's employees can use this service, they can check their full allowances within the app.**

### **Q How does it work?**

**A** Within the app, the employee selects the symptom, reads the bios of available therapists, and chooses one. They can book directly by choosing appointment dates and times up to seven days in advance with an available therapist.

The initial assessment will determine the patient's needs. The therapist will give advice and devise a personal treatment plan, which may include online CBT modules or other material to support the clinical care. Based on clinical needs, the therapist can route the employee to an appropriate clinic, hospital-based pathway or to other Aviva DigiCare+ Workplace services.

### **Q How does the bereavement service work?**

**A** The bereavement support page within the app gives a number to call to book up to an additional six sessions per policy year on top of the Mental Health Consultation allowance. The service provides digital support or optional over-the-phone assistance. The service offers practical support, including essential steps to follow when dealing with a death. The bereavement service can be accessed following the death of a close family member (meaning lineal ancestor, descendant, sibling, or spouse/partner).

### **Q Who is eligible?**

**A** The Mental Health Consultation and Bereavement Consultation services are available to employees insured under one of Aviva's Group Protection policies. Both services are available to their spouse/partner and dependents from age 16 to 18 (or 21 if in full time education).

## **Nutritional Consultation**

Nutritional Consultations can help your clients' employees understand more about how nutrition affects their health and wellbeing.

Making healthy nutritional choices helps with achieving good physical fitness, which in turn can affect mental health. That's why it makes sense to help establish a healthy relationship with food.

**There may be limits to the number of times your client's employees can use this service, they can check their full allowances within the app.**

### **Q How does it work?**

**A** Within the app, the employee selects from available nutritionists.

Employees have access to 30-minute consultations with a trained nutritionist, which can be shared with their eligible immediate family members. It offers advice and guidance on optimal eating plans, how to change their relationship with food and breaking bad habits.

They can book directly by choosing appointment dates and times up to seven days in advance with an available nutritionist.

### **Q Who is eligible?**

**A** The Nutritional Consultation service is available to:

- employees insured an Aviva Group Protection policy
- their spouse or partner, and
- dependents from age 12 to 18 (or 21 if in full time education)

## Repeat Prescription Service

Your client's employees can now register to have their NHS repeat prescriptions issued via Square Health's pharmacy partner, RX Live.

This service cannot support a one-off NHS prescription and is not available to customers living on the Channel Islands or the Isle of Man.

### **Q Who is RX Live?**

**A** RX Live is Square Health's existing pharmacy provider, facilitating both on demand and repeat prescription services. RX Live are an established partner of the Square Health business and have full integration with the necessary NHS systems to manage seamless repeat prescriptions.

### **Q How does it work?**

**A** Once the employee has registered via the app, RX Live will retrieve their prescription details by matching with the NHS core system. They will then send a request to the employee's registered NHS GP to approve RX Live as the dispensing pharmacy. Once approved, the employee will receive a confirmation email advising that RX Live is now their nominated pharmacy and that their medication will automatically be dispensed and processed for delivery, according to the frequency and dates confirmed by their NHS GP.

### **Q What does it cost?**

**A** RX Live will dispense medication at the same cost the employee would normally pay on the NHS. All NHS England exemptions are accepted. Please note, NHS England rates will apply to those who live in Scotland, Wales and Northern Ireland.

### **Q How is the prescription delivered?**

**A** The medication can be sent to the employee's nominated UK address. It will be sent via the Royal Mail 48 hour tracked service at no extra cost.

### **Q Who is eligible?**

**A** The Repeat Prescription Service is available to employees insured under one of Aviva's Group Protection policies. It's also available to their spouse/partner and dependents up to the age of 18 (or 21 if in full time education)

## Company data and security

### Customer Portal

#### **Q What is the Customer portal?**

**A** This application will allow your clients to add and invite employees and maintain their information. It also allows your clients to view and edit account information and add and maintain users of Aviva DigiCare+ Workplace. The user can also check the activity log for all its users to monitor aggregated usage across their organisation.

Not only that, the Customer Portal gives your clients access to trigger invitation emails, alongside giving you easy to use engagement materials to promote usage with your employees. Such as posters, flyers, brochures, intranet copy, information sheets for team meetings and videos.

The application needs to be accessed through a browser, so basic hardware requirements that can accommodate a browser are needed.



**For more detailed information on the Customer Portal please read our handy Customer Portal User Guide**

## Data and security

### Q Does the app need personal details?

A Yes, Square Health can't legally issue a prescription, referral or fit note without a name, home address, date of birth, accessible email address and contact phone number. Employees must provide these details in the mobile application once they have registered and accepted the terms and conditions.

### Q Is the personal data secure?

A Yes, all details are fully encrypted and stored electronically.

Only authorised Square Health staff can access the personal data and information stored from previous appointments.

Square Health won't share any medical information with Aviva, the employer, or any other third party, unless the employee consents for them to do so. The private GP will only share medical notes with an NHS GP for the purpose of continuity of care if the patient gives express permission for them to do so.

If the employee closes their account, Square Health holds their details in line with their privacy policy.

### Q Where is the data held and who has access to it?

A For more information about how Square Health processes personal data, please read the Privacy Policy:



[cms.squarehealth.com/aviva\\_health/privacy\\_policy.html](https://cms.squarehealth.com/aviva_health/privacy_policy.html)

### Q Is an employee's personal data securely held?

A Square Health records and fully encrypts all consultations.

All confidential information is stored and communicated securely using industry leading, AES 256 end-to-end encryption. All access is controlled and audited through Square Health's internal systems.

### Q How is financial data stored?

A Square Health does not store financial data. All payments in-app are made securely through a third-party payment provider.

### Q Who has access to medical data?

A Only authorised individuals at Square Health have access to medical information. This is determined by role and necessity.

The Square Health Clinician or Therapist can access medical data in the app in preparation for and during a consultation. Employees can also access their own medical information in the app.

Authorised Square Health employees can access medical data in line with audit requirements. This is a controlled process and systems are password protected with limited employees having access.

### Q Where is health data stored?

A Health data is stored on secure cloud servers, within the European Union.

### Q Is health data shared with the NHS?

A Square Health will share the health consultation record directly with the employee, giving them the opportunity to share this with their NHS GP or any other clinician they want to. The private GP will only share medical notes with an NHS GP for the purpose of continuity of care if the patient gives express permission for them to do so

**Q If an employee wants copies of the data Square Health hold on them, how do they do this and what format will they receive it in?**

**A** To request the data Square Health hold on them, employees should email:

**@ digicarehelp@squarehealth.com.** Square Health will send them a link to an online request form to complete. They will usually process the employees data request within seven days and send the information within 30 days in a PDF format.

**Q Are appointments recorded?**

**A** Yes. Square Health records all video appointments within the Aviva DigiCare+ Workplace app and stores them securely with full end-to-end encryption.

Square Health records appointments for auditing and monitoring to make sure they continue to provide access to the best possible care.

**Q Can employees request a copy of their recorded appointment?**

**A** Employees can only request copies of their own appointment recordings or those of the child/children under the age of 16 to whom they are a parent or guardian. To request their recordings of their video appointments employees should email:

**@ digicarehelp@squarehealth.com**

**Q Can my employees access these services without a smartphone or tablet?**

**A** Aviva DigiCare+ Workplace is an app-based service. If an employee doesn't have a smartphone or tablet,

 they should contact Square Health on: **0333 023 2730**.

Lines are open Monday to Friday, between 9am and 5pm

**@** or email: **digicarehelp@squarehealth.com**  
and they will see how they can help the employee access the required services.

**Q What performance data will my clients receive?**

**A** Your clients can access usage data from the Customer Portal showing how many employees have registered for Aviva DigiCare+ Workplace.

## Need this in a different format?

Please get in touch if you'd prefer this Frequently Asked Questions document (**GR06280**) in large print, braille, or as audio.

### How to contact us:

 0800 068 6800

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

 [MyAviva.co.uk](https://www.myaviva.co.uk)

#### **Aviva Life & Pensions UK Limited.**

Registered in England No 3253947. Aviva, Wellington Row, York, YO90 1WR.  
Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Firm Reference Number 185896.  
Member of the Association of British Insurers. The Aviva DigiCare+ Workplace app and services provided are not insurance products and are not authorised or regulated by the Financial Conduct Authority or the Prudential Regulation Authority.