

Aviva DigiCare+ FAQs

What is Aviva DigiCare+?

Aviva DigiCare+ is an app designed to provide the guidance and care customers need to help take control of their health and wellbeing. Aviva DigiCare+ is a non-contractual benefit Aviva can change or withdraw at any time. When downloading and using the app data charges may apply. Charges for some services may apply. Terms and conditions and the privacy policy for Aviva DigiCare+ can be found within the app. Please take a look at our [privacy policy](#), or visit our document library on Aviva Connect and search for PT25034.

How does the Aviva DigiCare+ app work?

Aviva DigiCare+ is a health and wellbeing app that gives easy access to a range of benefits provided by a number of carefully chosen partners. Once a customer has downloaded the app from the app store and registered, they can access a whole range of services. There are helpful features like an allowance tracker and consultation notes that help them to get even more value from it. They can add eligible family members too.

How do I know if my customer is eligible for Aviva DigiCare+ and how do they register?

From 7 December 2020 all advised personal line protection policies, with the exception of Simple Life Insurance, are eligible for Aviva DigiCare+. Customers will receive a registration invitation on their policy start date. This email will provide instructions on how to download the app and register and start making use of these benefits.

Aviva DigiCare+ is also available to eligible existing individual protection customers - that's all Friends Life policies bought since November 2011, and all advised Aviva Individual Options and + policies sold from January 2015, excluding Business Protection, Relevant Life and Simple Life Insurance.

We have emailed all existing eligible customers with an active email address to tell them about these benefits and how to register.

Some of the benefits are also available to eligible family members. To find out who is eligible for the benefits within the app, please take a look at our [customer guide](#), or visit our document library on Aviva Connect and search for PT25001.

I have customers with a joint life policy. How should they register for access to this app?

Joint life customers should register separately for the app as this will allow them both to get the full allowances available through Aviva DigiCare+. They can register with their MyAviva credentials or with their joint policy number.

I have a vulnerable customer/they don't have a phone or a tablet device, how will they access these benefits?

Aviva DigiCare+ has been developed as a digital solution with services accessed easily through the digital app. Customers who can't use the Aviva DigiCare+ app can call 0333 023 2700 to access mental health support, second medical opinion and Bupa Anytime HealthLine. Call charges may apply. These services are non-contractual and can be changed or removed at any time and T&C's apply.

Who provides the clinical services?

The Aviva DigiCare+ app is provided by Square Health. Square Health provide the health check, nutrition, mental health support, second medical opinion and digital GP services. They utilise health technology solutions alongside a network of over 5,000 medical specialists to offer expert clinical services. Square Health is registered with and monitored by the Care Quality Commission (CQC). We also work with a number of carefully selected partners; Bupa provide the nurse helpline service and IPRS Health the physiotherapy. Red Apple Law provide the Estate Administration service. Grief Encounter provides bereavement support for children, young people and families including the Grief Talk helpline. British Red Cross offer public first aid courses & Incorporate offer a wide range of gym, health & wellbeing discounts.

Are my customer's medical records and personal details secure within the app?

Customer data is secure at every stage of the journey. All app data held by Square Health is encrypted using AES 256. However, if the customer chooses to email records from the app these are not secure. They will be notified of this before they choose to use the email function.

How many appointments/consultations is my customer entitled to:

- Health check - one per year for the life assured.
- Nutritionist - six per year to be shared between users.
- Mental health support - six per year to be shared between users.
- Physiotherapy, for Income Protection+ customers only - three per year per condition, max two conditions per year for the life assured.
- UK Second Medical Opinion - two per year to be shared between users.
- Six bereavement counselling session to be shared among all eligible family members, in the 12 months following the death of a close relative.
- Unlimited access to the Bupa Anytime HealthLine, Grief Encounter's children's counselling services, estate administration support and Get Active discounts for the life assured.
- Digital GP - three per year to be shared between users, along with access to a repeat prescription service.

What is covered in the health check?

The health check tests 20 different health markers, within 7 risk areas. All followed up with a personalised report and a digital GP consultation to discuss the results.

1. Diabetes Risk: HbA1c
2. Kidney Health: Sodium, Urea, Creatinine
3. Liver Health: ALP, AST, ALT, GGT, Bilirubin
4. Proteins: Total Protein, Albumin, Globulin
5. Bone Health: Calcium, Corrected Calcium
6. Gout risk: Uric Acid
7. Cholesterol Status: Triglycerides, Cholesterol, HDL, LDL, Non HDL Cholesterol

How much does Aviva DigiCare+ cost?

Aviva DigiCare+ is available at no additional cost for eligible Aviva customers. Customers who took a policy from 7 December 2020 will be able to access three private digital GP appointments per year at no extra cost. Additional appointments can then be bought at £55 each. Customers will be told which other services carry a cost when they view them in the app. All paid for services are optional and managed through the app so there is nothing for you to do on this. Aviva DigiCare+ does not affect the customers premiums and results from the health check will not increase premiums or affect the underwriting process.

Can Aviva DigiCare+ be used for COVID-19 symptoms?

If your customer experiences COVID-19 symptoms they should follow national government guidance. Aviva DigiCare+ does offer support; Bupa's 24/7 Anytime HealthLine is able to discuss COVID-19, including symptoms, a positive test result or concerns about what to look for. They can't feed into any testing services or NHS services, but will be able to signpost to an appropriate place if your customer needs guidance. They are also available to discuss any medical concerns - including out of normal surgery operating hours as they are available 24 hours a day, 365 days a year.

In addition, digital GP appointments, mental and nutritional support is available without the need to join long waiting lists. The health check does not test for COVID-19.

How will Aviva DigiCare+ benefit my clients?

Aviva DigiCare+ gives your clients guidance and tools to help prevent, detect and manage common health and wellbeing problems. You can help clients and their families look forward to a healthier, happier future by taking better care of themselves today. The app is simple to use, everything is accessed from one place and it allows clients to take a proactive approach to their health. The health check allows them to spot problems early and the easy access to expert clinicians makes it convenient for clients to seek help and stay healthy.

What makes Aviva DigiCare+ different?

Aviva DigiCare+ offers a broad range of services across health and lifestyle, treatment and bereavement. Everything is in one place in a handy app and the services are interconnected - with signposting and booking features across the different services. What's more, we offer Aviva DigiCare+ to both new and existing customers. Our programme of communications to eligible existing customers will help your customers make the most of the benefits available to them. The Aviva DigiCare+ health and wellbeing app houses all benefits in one place.

Will my customer be able to access these benefits from MyAviva?

While Aviva DigiCare+ is a separate app, customers who are signed up to MyAviva will be able to use their existing credentials to sign into Aviva DigiCare+. Similarly, if your customer registers for Aviva DigiCare+ they'll automatically be registered for MyAviva.

How do I receive my Digital GP appointments?

Customers will be allocated three digital GP appointments each year, at no additional cost. These will be available 8am-8pm, 7 days a week and are bookable via the DigiCare+ app. These appointments can be shared with eligible family members and children up to age 18 (or 21 years, if in full time education). Appointment allocation across services is captured within the "Allowance Tracker" within the main menu feature.

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[aviva.co.uk](https://www.aviva.co.uk)

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