

# 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 your GP,  
just call the customer service helpline on**

# 0800 158 3344

Calls to and from Aviva 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 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 – Telephone clinical assessment

If your symptoms are eligible, we'll arrange for one a clinical case manager from one of our independent clinical case management providers to call you, at a convenient time, to assess your symptoms. This call may take around 20 minutes and 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 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.**

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