

Talking Through Cancer

Additional support for you and your loved ones

Talking Through Cancer gives you mental health support from specialist cancer therapists.



We're here to help you

We know this might be an unsettling time. That's why our Talking Through Cancer service is on hand to offer expert mental health support for you and your loved ones throughout your cancer journey.

This service is available to you and your named dependants who have an eligible cancer claim and who are aged five years or older.

With a thorough knowledge of the different experiences people go through when living with cancer, the team of specialist cancer therapists can help you work through the emotional ups-and-downs, offering compassionate support and practical techniques along the way. They will help you feel more in control of the situation by listening and gaining a thorough understanding of your needs and going at your pace – offering you the right support when you need it.

Whether you want help coming to terms with your diagnosis, tips to help you understand more about the next steps, or simply want someone to talk to, the specialist therapists will be there to support you. They'll also be there for those closest to you, even if they're not included on your scheme. Up to four of your loved ones can access support and with specialist services for children from the age of five, they'll help provide the reassurance and emotional strength to live life as best you can, together.

Talking Through Cancer is there to help you every step of the way

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



Your questions answered

We're always happy to help. That's why we've pulled together this document to help you find the answers to the questions that you may have about your Talking Through Cancer benefit.

1. What is Talking Through Cancer?

Talking Through Cancer is designed specifically to support people with cancer, their family and loved ones. You'll have access to specialist cancer therapists who'll help you work through the emotional ups-and-downs, offering compassionate support and practical techniques.

The therapist will agree what's the most appropriate support for you from a range of therapy options. These options may include:

- Online or face-to-face Cognitive Behavioural Therapy (CBT)
- Remote counselling or talking therapy (telephone or video)
- Face-to-face counselling or therapy
- Family therapy
- Play therapy (for children).

All treatment is led by specialist cancer therapists working in conjunction with our third party clinical provider.

2. How might Talking Through Cancer help me?

A cancer diagnosis can have a huge impact on you and your loved ones. You may experience a whole host of emotions from anger to sadness, anxiety, and loneliness. You may find the idea of talking about it upsetting or uncomfortable.

Talking Through Cancer can help you and your loved ones by giving you space to discuss your feelings and worries, offering support and practical techniques to help.

Here are some examples of how Talking Through Cancer can help:

- Help you understand how you are feeling and why
- Provide practical techniques to help you manage worry and solve problems
- Help you feel more in control
- Help you manage sleeping difficulties
- Help you talk to family and friends
- Recognise your personal strengths
- Support you to re-engage with activities you enjoy.

3. How do I access this service?

This service is designed to ensure that you can access mental health support if you are receiving cancer treatment. There's no need for a GP referral – you can refer yourself.

All you need to do is call your Aviva Cancer Claims adviser on **0800 158 3397** or use the number in your confirmation of benefit email or letter.

Before you call, please check that you have your scheme number and, where applicable, the name of your company. Your scheme number is shown in your member documentation. This will help us to confirm your identity.

One of our Cancer Claims advisers will assess your claim and, if eligible, transfer you to our third party clinical provider where a case manager will arrange an assessment for you. Or if you prefer, we can arrange a suitable time to call you back.

You'll also have the option to choose up to four loved ones to access the service, even if they're not included on your scheme. Our advisers will be happy to go through the benefits your scheme provides in more detail and explain how this works.

4. Who can use this service?

This service is primarily available to you and your named dependants who are members of your scheme and have an eligible cancer claim. However, you also have the option to choose up to four loved ones to form a support circle, giving them access to the service even if they're not on your scheme (see Q5). Talking Through Cancer is available for children from the age of five.

Therapy for children aged 11 or under is not available in the Channel Islands, Isle of Wight, Isle of Man or Northern Ireland. If you wish, you can choose to have therapy in mainland UK, however, we won't pay any travel or accommodation costs.

You should contact us before the date of your last active treatment for cancer to start a claim for Talking Through Cancer.

5. Who can I choose for my support circle?

You can choose up to four people to be part of your support circle, for example, your partner, family members or a close friend. Members of your support circle don't need to be members of your scheme, but they must live in the UK. Your support circle can access Talking Through Cancer from the point of your diagnosis and whilst you are receiving or waiting for treatment for cancer.

If you are 18 or over, you can include your children or stepchildren and/or adults in your support circle. If the member claiming for cancer is a child, they can include their siblings or any adult over the age of 18. Children must be aged five or over.

Our third party mental health provider will agree what's the most appropriate support for you and your support circle. For example, this may include family therapy. Family therapy must consist of at least one adult (either the member with cancer or an adult nominated for the support circle) and at least two children under the age of 18. If there's only one child, an alternative therapy will be offered as clinically appropriate.

Family therapy isn't available in the Channel Islands, Isle of Wight, Isle of Man or Northern Ireland for children under the age of 16. If you wish, you can choose to have therapy in mainland UK, however, we won't pay any travel or accommodation costs.

Supporting your loved ones

Talking about your diagnosis can be difficult for both you and those closest to you. Talking Through Cancer can provide support to help your loved ones with:

- Anxiety
- Fear and uncertainty
- Denial
- Feelings of anger and resentment
- Sadness
- Guilt
- Grief

Bereavement counselling

It can be extremely difficult to cope with the death of a loved one, which is why, in addition to our Talking Through Cancer benefit, members of your support circle also have access to bereavement counselling if you were to pass away. Bereavement counselling can be used by members of your support circle who have had their telephone clinical assessment and who have attended a Talking Through Cancer appointment within the last three months at the time they are bereaved. Bereavement counselling is limited to six sessions and must start within three months of the death of the member.

The bereavement counselling service is a non-contractual benefit which Aviva can amend or withdraw at any time.

6. What information will I need to provide to Aviva about my support circle?

To enable us to set up your support circle, we'll ask you for the name and contact details for each person you'd like to nominate as well as their date of birth. If they're under 18, you'll also be asked to confirm their relationship to you.

Before you nominate somebody for your support circle, please ensure you have their permission to share their personal information with us. If they would like further information on how Aviva process their data, including how to exercise their rights, they can view our privacy policy online at

<https://www.aviva.co.uk/services/about-our-business/products-and-services/privacy-policy/>

If you're registered for MyAviva, please be aware if you are nominating a support circle member, details of their claim will be visible on your MyAviva account.

7. How do my support circle access the service?

Once you have nominated somebody for your support circle, all they need to do is call the Aviva Cancer Claims team on **0800 158 3397**.

They will need to have your scheme and member number to hand and, where applicable, the name of your company. They will also need to have your claim authorisation or assessment number which is shown in your confirmation of benefit email or letter. We will need this to confirm their identity and eligibility to access the service. This is particularly important if they are not included on your scheme.

8. Do I need a GP referral?

There's no need for a GP referral. A therapist will carry out a telephone clinical assessment to determine the right support for you.

If you have already seen your GP, you'll still need to use our Talking Through Cancer service to access the Talking Through Cancer therapy on your scheme.

9. What happens when I call Aviva?

When you contact Aviva, you'll be transferred to our third party clinical provider. You'll be introduced to your case manager who will arrange a telephone or video assessment for you. Or if you prefer, we can arrange a suitable time to call you back.

10. What is a telephone clinical assessment (TCA)?

This is an assessment of your symptoms and clinical history by a qualified mental health professional, to determine the most appropriate treatment pathway for you. The assessment will include questions about the nature, severity and duration of your mental health concerns and the emotional impact your cancer diagnosis is having on your daily life.

11. How long does the assessment and treatment last?

Telephone clinical assessment

Your initial appointment typically lasts between 30 – 45 minutes but may be up to 60 minutes depending on your individual circumstances.

You'll need to be in a private space where you can discuss confidential details and where you're free from disturbance or distractions to proceed with the assessment.

Therapy sessions

The therapist will agree what's the most appropriate support for you from a range of therapy options. These may include telephone, video or face-to-face therapy sessions. For telephone and video sessions, you'll need to be in a private space where you can discuss confidential details. Therapy sessions are typically 60 minutes in duration and are offered at a time and place convenient to you. Aviva's third party clinical provider and your therapist will keep you updated regarding the number of treatment sessions that are available.

12. What information will I need to provide to Aviva's clinical provider?

To enable us to provide an assessment you'll be asked to confirm your name and contact details (including an e-mail address if you have one) as well as your home address, date of birth and GP details. You'll also be asked to provide debit/credit card details in the event that you do not attend a scheduled appointment. Please see Q18 for more information on the cancellation process.

13. What support is available?

You'll receive support from a third party case manager throughout your treatment. They'll arrange your telephone clinical assessment and recommended treatment and will remain your individual point of contact throughout your treatment.

14. Can I use Talking Through Cancer if I'm already on a course of mental health treatment?

You'll need to discuss your individual circumstances with the Aviva claims team. If you've started a mental health treatment plan, just give us a call so we can discuss how things are going and what's eligible on your scheme.

15. I've had mental health treatment through my Aviva scheme previously and would like to see the same therapist again for support with my cancer diagnosis. Is this possible?

Please contact the Cancer Claims team and we'll let you know what's eligible on your scheme.

16. I've used Talking Through Cancer previously and would like to see the same therapist again. Is this possible?

Contact the Cancer Claims team and we'll let you know what's eligible and whether you need further approval from us.

17. What happens if, after following a recommended pathway, my symptoms aren't resolving?

At the beginning of your treatment pathway, you and your case manager will agree how best to communicate with each other about your progress. If at any time your therapist feels you would benefit from a different treatment pathway or you feel you aren't progressing towards your agreed goals, your case manager will work with you to find an alternative treatment approach.

18. What happens if I need to cancel my appointment?

We understand that sometimes you may need to change your planned appointment and, if you provide 24 hours' notice, you won't be charged for this. However, if you don't cancel your appointment with sufficient time or fail to attend your appointment, the third party clinical provider will charge you for this. Charges will be explained to you on your first call with your case manager.

19. Where can I find out more about what benefits are available to me?

Our claims advisers will be happy to go through the benefits provided and any exclusions under the terms of your scheme.

If we've not answered your question, you can contact your Aviva Cancer Claims adviser on 0800 158 3397 or use the number in your benefit confirmation email or letter


Due to the complexity of mental health, in some cases the services provided by Talking Through Cancer may not be appropriate for your clinical needs. Our claims advisers are on hand to talk through your options. Terms and conditions apply.

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

Need this in a different format?

Please get in touch with Aviva if you would prefer this document (**GEN7669**) in large print, braille or as audio.

How to contact us

 **0800 158 3348**

 **contactus@aviva.com**

 **aviva.co.uk**

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

Calls may be recorded and/or monitored.

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