

Support following a cancer diagnosis



We understand that receiving a cancer diagnosis could be life-changing and you may experience a whole host of emotions. Our specialist cancer services provide help and support for you and your loved ones throughout your cancer journey and beyond.

Our cancer support now goes way beyond the traditional claims process, doing the best we can to help make a time of uncertainty that bit easier.



Our Dedicated Cancer Claims Team

If you need to start a cancer claim, simply call the customer service helpline which is located in your member documentation and you'll be referred through to our dedicated Cancer Claims team. They're people like you, with families and loved ones. They've been specially chosen for their understanding, patience, and empathy.

With regular training they recognise that everybody's cancer journey is unique. They'll take the time to understand your personal circumstances and offer a choice of suitable specialists and support.

Talking Through Cancer

Our Talking Through Cancer service is on hand to offer expert mental health support for you and your loved ones throughout your cancer journey.

With a thorough knowledge of the different experiences people go through when living with cancer, the team of third

party specialist cancer therapists will 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 - offering you the right support, when you need it.

Whether you want help coming to terms with your diagnosis, tips to understand next steps, or simply want someone to talk to, the specialist therapists won't just support you through your diagnosis and beyond, they'll be there for those closest to you as well. 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.

This service is available if you have an eligible cancer claim.

If you've been diagnosed with cancer and need some mental health support, follow these two simple steps to make a Talking Through Cancer claim:

1 - Call the customer service helpline or your Aviva Cancer Claims adviser

There's no need for a GP referral before making a claim. Simply call our customer service helpline which is located in your member documentation. Alternatively, if you already have an authorised cancer claim, you can call the Cancer Claims team. If you've already seen your GP, you must still follow the Talking Through Cancer pathway to access the therapy available under your scheme.

Before you call, please check that you have:

- your scheme number, which is shown in your member documentation, and the name of your company.
This will help us to confirm your identity
- details of your symptoms and when they started.

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 benefit your scheme provides in more detail and explain how this works.

2 - Telephone clinical assessment

The third party therapist will agree what's the most appropriate support for you from a range of therapy options designed specifically to support people with cancer, their family and loved ones. These options may include:

- ✔ Online cognitive behavioural therapy (CBT)
- ✔ Remote counselling or talking therapy (telephone or video)
- ✔ Face-to-face counselling or therapy
- ✔ Family therapy

All treatment is led by specialist cancer therapists working in conjunction with our third party clinical provider. At the end of the programme, you'll be provided with a plan to help you in the longer term.

Cancer Care Guide*

Developed in partnership with Macmillan Cancer Support, our guide makes it simple for you and your loved ones to find information to help make life that bit easier following a diagnosis.

Covering topics such as healthy eating and knowing your employment rights, it can help you understand what support is available, helping you prepare for treatment.

When you contact us, our Cancer Claims team will give you access to the guide. In addition, if you'd like more practical support or to talk to one of Macmillan's specialist cancer nurses, you can call through to them on **0808 239 6341** or chat online with them at their website, [macmillan.org.uk](https://www.macmillan.org.uk).

*These services are non-contractual and could be changed or withdrawn at any time.

Cancer Care with Get Active*


Our Get Active wellbeing offers include savings on products and services that could help make a difference if you or someone close to you is living with cancer. So, whether you're looking to improve your current health and wellbeing, show someone your support, or you just want to feel more like yourself, there's a choice of specially arranged products and services to help.

To find out more about what is available, please visit www.getactive.aviva.co.uk and enter the access code **HCGLRG** when prompted.

Need this in a different format?

Please get in touch with Aviva if you would prefer this brochure (**GEN7619**), in large print, braille or as audio.

How to contact us

 0800 092 4590 @ contactus@aviva.com  [aviva.co.uk](https://www.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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