



Best Doctors Second Medical Opinion

Peace of mind at no
extra charge

If you've been diagnosed with a serious illness, you'll have questions. What happens now? What are the treatment options? Is the diagnosis correct?

At Aviva we understand that you need answers. That's why we give you access to the Best Doctors Second Medical Opinion services as part of your protection policy. At no extra charge and right from your first day of cover.



Why would I use it?

- Double-check the diagnosis you have been given or the treatment being proposed for you
- Investigate if there are any alternatives
- Additional options if your symptoms haven't been improving

You can use the service not just for life-threatening illness but for any conditions affecting your quality of life. It can be used for conditions diagnosed before taking out your Aviva plan.

How does it work?

Call the **Member Care Centre on 1800 882 342** at any time of the day or night, seven days a week.

A dedicated Case Manager will be assigned to you and guide you through the whole process including gathering the relevant medical documentation and discussing the meaning of your report.

Who can use the service?

You, your children up to age 18 (or 23 if in full-time education) and your spouse or partner PLUS your parents and your spouse/partner's parents.

You're safe in the hands of Aviva

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Aviva Family Care Benefit

Peace of mind
at no extra charge



Why would I use it?

The service offers either face-to-face or telephone based short-term counselling for you and your family, giving help with mental wellness issues such as bereavement, work-related stress and relationship breakdown as well as facing the challenges of becoming a carer.

Short-term counselling

- Highly experienced and qualified counsellors
- Up to six face-to-face or telephone counselling sessions
- Counselling service designed to identify skills, strengths and resources you could use to help you cope.

Carer support service

- Available for childcare, elder-care and disabled care. Carer support offers you valuable information support related with all aspects of being a carer.
- Call one of our specialists to get information on a variety of matters, including registered childcare services. Volunteer care support, respite care, day centres, community care assessments.

Who can use the service?

You, your dependent children (over the age of 18) and your spouse or partner PLUS your parents.

While Best Doctors looks after your physical health, Aviva Family Care is a counselling and support service which can help support your mental health. Each of our protection policies includes access to this short-term counselling and carer support information services.

How does it work?

Call the dedicated freephone number 1800 490 390 for an assessment session with a qualified clinician. They will talk with you to understand what type of support you need and if short-term counselling is right for you. You will then be matched with a face-to-face or telephone counsellor who best meets your needs.

**Aviva Family Care
Benefit
Confidential
Care Line**

1800 490 390



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Aviva Life & Pensions Ireland does not guarantee the on-going availability of the Aviva Family Care Benefit (Workplace Options Counselling services) to its policyholders and may, at its sole discretion, withdraw access to the service at a month's notice. If we withdraw it, we'll write to notify policyholders at least 31 days in advance of its removal. Workplace Options Counselling and Carer Support Service is not a regulated financial service.

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