

# Early Intervention

At Aviva we take pride in our Early Intervention services. Our knowledgeable and proactive team will work with you to find the right solution in supporting you in your return to work following an illness or injury.



## Early and effective intervention

We know that being unwell and out of work is difficult for anyone. That's why our Early Intervention services are designed to help support you in your recovery, and are most effective when utilised early. Our team want to get involved as soon as possible, so we've made the service available to you during the deferred period, which is the period of time you must be absent before a claim can be made from your Income Protection policy.

## Experience and expertise

We have a large in-house team including both claims and clinical staff with an average tenure of over 10 years experience. This allows us to efficiently provide the most up to date advice and support services available.

## What does it cost?

Any treatment recommended as part of the service will be fully funded by Aviva.

## Who can use the service?

If you're a member of the Income Protection Scheme and have been absent for a continuous 4 week period, you should get in touch to see if we can help you through the Early Intervention service.

## What if my recovery takes longer than expected?

When you're in the middle of dealing with a health crisis, the last thing you want is a financial crisis as well. So if your recovery takes longer than expected we'll look to assess a claim under the policy to provide you with continued support during your recovery.

## Who should I contact?

If you have any queries about the service or wish to avail of the scheme, please contact Cornmarket at [spsclaims@cornmarket.ie](mailto:spsclaims@cornmarket.ie) or phone 01-408 4018.

# Aviva's Rehabilitation partners

Working in partnership with a substantial network of rehabilitation providers, we can offer a wide range of services for many illnesses.

## Our Primary Rehabilitation Partners



Spectrum Health is Ireland's largest provider of private allied health services, providing support to 150,000\* people, with 33 clinics nationwide. Spectrum Health offer a range of services including:

- Chartered Physiotherapy
- Psychology and Counselling
- Speech and Language Therapy
- Dietetics and Nutrition
- Podiatry and Chiropody

Spectrum Health has a mental health affiliate network of 170 psychologists, counsellors and psychotherapists so you won't travel far to avail of their services.



Medfit is a physiotherapy and rehab centre incorporating a full gym. Working in partnership with Aviva, MedFit offer the following services:

- Back pain and spinal rehabilitation
- Joint and muscular rehabilitation
- Cardiac care and rehabilitation
- Weight management
- Sports injuries and rehabilitation

Their focus is on improving your health through exercise no matter what your current physical ability, exercise experience, age or medical condition.



VHI Healthcare provides a mental health care pathway programme available nationwide. This includes:

- Psychological assessments
- Talking therapies including CBT, bereavement and work focused therapy
- Early access to multidisciplinary outpatient Dean clinics

All referrals being dealt with by VHI will be handled by qualified and experienced therapists with the aim of assisting your return to work.

*\*Based on Spectrum Health data 2018.*



Aviva do not guarantee the ongoing availability of Spectrum Health, VHI Healthcare or Medfit Proactive Healthcare and may withdraw access at a month's notice. Spectrum Health and Medfit Proactive Healthcare are not regulated financial services.

Aviva Life & Pensions Ireland Designated Activity Company, a private company limited by shares. Registered in Ireland No. 165970. Registered office at One Park Place, Hatch Street, Dublin 2, D02 E651. Aviva Life & Pensions Ireland Designated Activity Company, trading as Aviva Life & Pensions Ireland and Friends First, is regulated by the Central Bank of Ireland. Tel (01) 898 7950 [www.aviva.ie](http://www.aviva.ie)