



Frequently Asked Questions

We've answered some of the most common questions about Aviva's Cancer Support Pathway, delivered by Perci Health, including how the service works, the support available and what to expect when you get started.

Who can access the service?

Anyone with an Aviva Income Protection policy who has been referred to the service by Aviva's claims team following a cancer diagnosis.

Is this service confidential?

Yes. The service is completely confidential. No information will be shared without your consent. Aviva will capture your consent preferences before referring you to Perci Health.

Is there any cost to me?

No. The core service, including dedicated Cancer Nurse Specialist support and access to the team of specialist cancer clinician sessions where clinically appropriate, is provided as part of your Income Protection policy at no additional cost to you. If further specialist sessions are required, options to continue support are available.

Is this a replacement for NHS or private?

No. Aviva's Cancer Support Pathway works alongside your existing treatment (NHS or private) and is designed to complement your care.

When can I access the service?

You can access the service at any stage of your cancer diagnosis, whenever you feel ready.

How do I access the service?

Aviva will offer a referral to Perci Health and, with your consent, share your details with the team. Within one working day of Perci Health receiving the referral, you will be contacted via email, including access instructions and further information on the service.

How long can I use the service?

The duration of support is tailored to your individual needs and return to work planning. Perci Health will liaise with Aviva, on a regular basis, to ensure you are supported appropriately.

What happens after discharge?

Prior to your Perci Health care ending, your dedicated Cancer Nurse Specialist will provide an end of care summary, including onward signposting should any additional support be required.

What are the specialist clinic sessions?

These are virtual appointments with specialist cancer clinicians such as physiotherapists, dietitians, psychologists, menopause specialists or pain clinicians. They are coordinated by your dedicated Cancer Nurse Specialist and recommended based on your individual needs.

How many clinician sessions are included?

Sessions are provided based on your unique needs, these sessions are coordinated by your dedicated Cancer Nurse Specialist, who will recommend the most appropriate support.

What concerns can this support help with?

Support may help with fatigue, neuropathy, pain, menopause symptoms, emotional adjustment, physical rehabilitation and other longer-term effects of cancer treatment.

When is support available?

Cancer Nurse Specialists provide virtual appointments Monday to Friday between 9am and 5pm. Specialist cancer clinicians offer virtual appointments seven days a week between 8am and 7pm. You can leave secure messages for your nurse at any time. Messages are reviewed and responded to during working hours.

How is the service delivered?

Support is delivered through scheduled video or telephone appointments with experienced cancer specialists, with secure messaging available between appointments.

Will using this service affect my claim?

No. Accessing Aviva's Cancer Support Pathway does not affect your financial payout.