BAKKAVOR

AVIVA Workplace

# A guide to Aviva DigiCare

Free healthcare benefit for all Bakkavor colleagues & their families.



# Introduction

As part of your benefits package, Bakkavor now provides you with a fantastic, free health benefit which is available to all colleagues.

This information has been put together so you can gain a better understanding of the services that are on offer to you and your family.

This booklet includes:


- **The services on offer** **Page 3**
- **How to access and register to use this benefit** **Page 4**
- **Frequently Asked Questions (FAQs)** **Page 5**
- **Our colleague's testimonials** **Page 6**


We hope this benefit will provide you with the tools you need to better manage your own and your family's health.



# What Aviva DigiCare can offer to you and your family

Annual services on offer to you:

**1. Home health check which tests:**

- Protein Health
- Kidney Health
- Bone Health
- Cholesterol
- Liver Health
- Gout Risk
- Diabetes Risk

**Plus a follow up GP consultation**

**2. Access to 3 Digital GP appointments**



**3. Access to 3 Mental health consultations and Wellbeing content**



**4. Access to 6 Nutritionist appointments.**




**You can add 2 other dependants that live at your address to use the above services (apart from the Home Health Check).**

**Please note, the allowances for these annual services are shared between yourself and your dependants.**



# Guide on How to Register

Please read the step by step guide below to register for Aviva DigiCare.

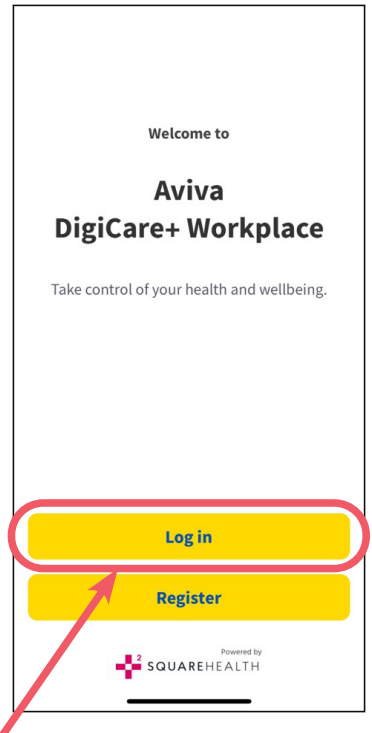
1. You must ensure you have registered for MyReward in order to gain access to this service. To register for a MyReward account (for weekly paid colleagues), please scan the QR code (right). If you are monthly paid and cannot gain access to your MyReward account, please contact the Reward team via reward.benefits@bakkavor.com.

2. Once you have registered for MyReward, an email from **no-reply@squarehealth.com** will be sent to the email address you have used to register.

3. When this email has been received, please follow the instruction and click the 'Verify Email' link. This will send a temporary password to your email address:

4. Download the Aviva DigiCare+ Workplace app from either the App or Google Play Store (links are also provided in the registration email).

5. Once the app has downloaded, select 'Log in' and enter your email as the username and the temporary password you have been sent in the password field.



# FAQ's

Please read our FAQ's below as they could help you with any queries you may have with using this service.
If none of the below answers your query, please contact reward.benefits@bakkavor.com.

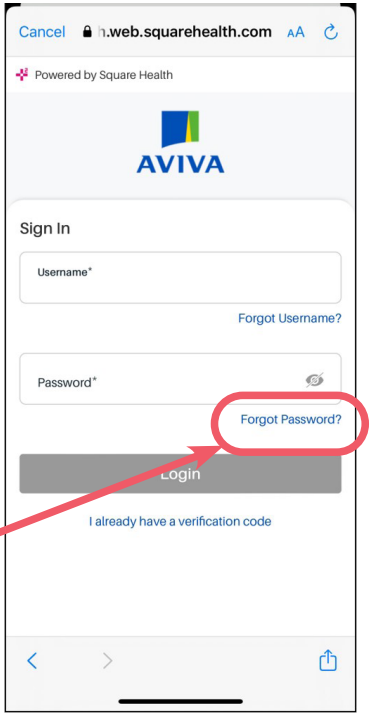
**Q. Who is eligible to use this benefit?**
**A.** All Bakkavor employees.

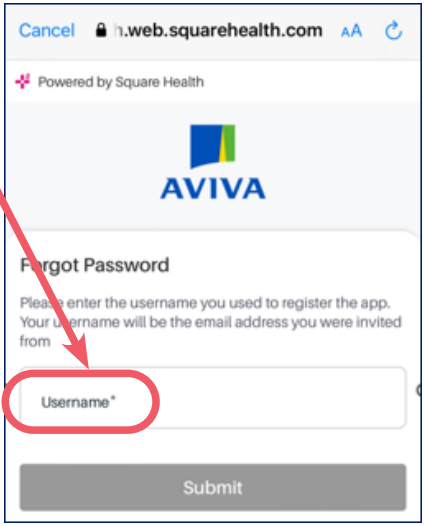
**Q. Is this service free?**
**A.** This service is completely free to all colleagues. The only items you may need to pay for will be any prescriptions you are provided with as a result of using the GP services.

**Q. What should I do if the 'Verify your email' link has expired within the registration email?**
**A.** Please download the app and select 'Log in' and select the 'Forgot Password' link and enter your email address within the Username field. This will send a link to your email address to reset your password and log into your account.

**Q. Why do I have to register to use MyReward before I can access this service?**
**A.** This is so we can use the same email address you have used to register with MyReward to send you the initial registration email to use Aviva DigiCare.

**Q. Do I need to be registered to an NHS GP in order to use these services?**
**A.** No, whilst it is recommended that you are registered to an NHS GP before using these services, it is not mandatory.



# Our colleague's feedback!



**"I have been experiencing various different skin issues which has lead me to my NHS doctor twice, over a period of two months I was prescribed three different antibiotics which completely wiped me out. Feeling frustrated, I visited a pharmacy to see if I could receive over the counter medication which could help me and they advised I would need to go back to the doctors, my doctors did not have any available appointments and asked me to try again the next day. My manager advised that I try Aviva Digicare, I signed up and within one hour had an appointment with a doctor who then referred me to a specialist instantly.**

**I am extremely grateful for this service and cannot recommend it enough!"**

Shona Reid - HR Associate
at Newark



**"It was quick and easy to get set up on the app. I completed the blood test and got the report in 48 hours. My cholesterol was near borderline, so I took a health check consultation to understand what I need to do to get it under control. I feel this is a life changing benefit for all colleagues."**

Giriraj Patel - Team Leader
at Bakkavor Pizza Harrow

**"The process of downloading the App and registering was very quick and simple. The App itself is easy to navigate round, from booking appointments to receiving your health report. I booked for my health check straight away, which I received within 2 days. The test kit itself contained full instructions – one top tip from me is to follow the instructions to the letter. After posting the kit back, I received the results within days. It's a comprehensive report and explains everything to you, this can be followed up with a consultation to explain your results. I have also benefitted from an appointment with a nutritionist as well who really made me feel I was not wasting my time.**

**I would recommend trying this app to everyone, its peace of mind."**

Sarah Strudwick - Engineering Stock Controller & Facilities Administrator





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Human Resources is responsible for the production of this Aviva DigiCare booklet and future updates of the material contained within it.

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