Perci Health

Frequently asked questions

Find out how Aviva's Cancer Support Pathway, delivered by Perci Health, works, what support may be available and how to get started.

Who can access the service?	People with an Aviva Group Income Protection policy who have been referred by Aviva's claims team following a cancer diagnosis.
Is this service confidential?	Yes. The service is 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?	The core service, including dedicated Cancer Nurse Specialist support and specialist clinician sessions where clinically appropriate, is provided at no additional cost through your Aviva policy. If further specialist sessions are needed, options to continue support are available. Your care team can explain what is included and any options before you decide.
Does this replace NHS or private treatment?	No. Perci Health works alongside your existing NHS or private cancer treatment and provides additional support.
When can I access the service?	Support may be appropriate at different stages of a diagnosis. Speak to your Aviva claims contact when you feel ready; Aviva will explain access and arrange a referral where appropriate.
How do I access the service?	Aviva will offer a referral and, with your consent, share your details with Perci Health. Within one working day of receiving the referral, Perci Health will email you with access instructions and information about the service.
How long can I use the service?	The duration of support is tailored to your individual needs and, where appropriate, return to work planning. Perci Health will liaise regularly with Aviva about the support you need.
What happens when my care ends?	Before your care ends, your dedicated Cancer Nurse Specialist will provide an end of care summary and signpost you to further support if needed.
What are specialist clinician sessions?	These are virtual appointments with members of our team of specialist cancer clinicians, such as physiotherapists, dietitians, psychologists, pain clinicians or menopause specialists. Your nurse coordinates sessions and recommends support based on your individual needs.
How many clinician sessions are included?	Sessions are recommended according to your needs and coordinated by your Cancer Nurse Specialist. Your nurse can explain the support agreed for you and discuss options if further sessions are needed.
What concerns can this support help with?	You can discuss fatigue, pain, neuropathy, reduced strength or mobility, eating difficulties, emotional wellbeing, treatment related menopause symptoms and other longer-term effects of cancer treatment. Support may also address practical concerns and work, including return to work where appropriate.
What if I am unsure what to ask?	You can start by describing what is affecting your day, such as low energy, disrupted routines or changes in confidence. Your nurse will help you identify concerns and discuss appropriate support.
When is support available?	Cancer Nurse Specialists offer virtual appointments Monday to Friday, 9am to 5pm. Specialist cancer clinicians offer virtual appointments seven days a week, 8am to 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?	Care is delivered through scheduled video or telephone appointments with specialist cancer clinicians. Secure messaging is available between appointments, and you can access your care plan and appointment notes through Perci Health's secure digital platform.
Will using the service affect my claim?	No. Accessing Aviva's Cancer Support Pathway does not affect your financial payout.