



## **Aviva**

At Perfect Balance Clinic we cover many disciplines, however Aviva usually only cover Physiotherapy and Osteopathy for which we can bill them directly, for one appointment a day per authorisation.

### **You will need to provide the following to Reception@pbclinic.com:**

- Your membership number (3 numbers & 3 letters e.g. DCB394))
- Pre-approved authorisation number (6 numbers/2 numbers e.g. 385912/43)
- Which discipline you have been authorised for (Physiotherapy or Osteopathy)
- How many sessions have been approved

Please be advised that without this information and a valid authorisation, Aviva cannot process your invoices which may result in the need to self-fund your appointments.

### **Procedure:**

Please contact Aviva prior to booking an appointment with us. They will advise if you are covered. Once you have your pre-approved authorisation code, please contact Perfect Balance and our Reception Team will be happy to book you in.

### **You may need to make a contribution towards your treatment if you have a policy with excess or other limitations.**

This may be referred to using the following terminology

- Excess
- Cost share (co-insurance)
- Member contribution
- Benefit limitation

Please contact Aviva directly if you are unsure about any of the above.

***Our administration team is not able to access information regarding your private medical insurance, therefore this information needs to be provided by you.***

Link to terms and conditions: <https://www.perfectbalanceclinic.com/terms-and-conditions/>