

## IMPORTANT INFORMATION FOR AVIVA MEMBERS

### **Your Aviva fee explained**

Your fee is comprised of a doctor's fee and a facility fee. Very simply, the doctors fee is payable directly to the doctor and the facility fee is payable to eXroid. Where you have an excess on your policy, Aviva may offset this in full against either the doctor's fee or the facility (eXroid) fee, or it may be allocated in part against both fees. You should receive direct confirmation from Aviva after your appointment regarding amounts invoiced, how your excess has been applied, and any further amounts owed. Please note that any payment shortfall against the doctor's fee will be payable by yourself directly to the doctor (not eXroid)

### **Pre-authorisation**

Pre-authorisation is provided by Aviva based on the doctor and clinic selected and communicated by yourself. At present, Aviva will only cover treatment by Dr Mark Hudson-Peacock at the Canterbury Skin and Laser Clinic. If you wish to make any changes to your eXroid appointment which affects either of these then you will not be covered by Aviva and all outstanding amounts must be settled in full by yourself.

### **Policy excess & Outstanding fees**

If you do not have sufficient cover or if there is excess on your policy, Aviva will advise you of the outstanding payment due, this must be settled in full by yourself.

Where Aviva notifies eXroid that a facility fee invoice will not be paid in full, we will also email to inform you of this, providing an online method for making payment, or alternatively you can make payment by calling our Patient Services Team on 0800 999 3 777. The outstanding balance will be due within 14 days of the email.

Any policy excess or shortfall applied to the doctor's fee will be payable by you directly to the doctor.

Please note that the total fee payable may vary to the price advertised by eXroid for self-paying patients, as eXroid and its doctors have specific agreements in place with the insurer. Aviva will be able to advise you of the specific fees agreed.

### **Additional doctor fee – Aviva patients**

Please note, regardless of your patient excess, there will also be an additional £54 fee payable to the doctor for your appointment, where treatment was undertaken. This will be payable by yourself directly to the doctor (not eXroid) after you have attended your appointment.