

Aviva Smart Health

Discover how our Aviva Smart Health mental health service helped Marnie.

Meet Marnie. At 27 she went through an unexpected, stormy breakup from a long term partner. Life quickly got very overwhelming and Marnie wasn't sleeping well.

"I've never had issues sleeping before. I'm that person who can sleep anywhere - a plane, train, car...even the floor. I've always fallen asleep very easily. But following a rather turbulent breakup, I really struggled. At one point I was sleeping one to two hours a night then coming into work and falling asleep at my desk. It became so bad - I just wasn't with it.

I originally contacted my GP and explained I wanted to find a wholesome method of managing my sleep. But the wait for CBT sessions was 12 months. I wasn't in a crisis but I knew I needed help. The impact of not being able to sleep was absolutely crazy to me. I couldn't eat, I was just so exhausted and weak. The effect was huge and I needed it sorted now, not in 12 months."

Marnie was considering paying for private help. But remembered she had access to Smart Health through her critical illness insurance with Aviva Protection UK Limited (Aviva).

"Within 48 hours of contacting Aviva Smart Health's mental health support, I had all four sessions booked in. Just like that. I was really surprised at how quick and efficient it was. There was one session I had to reschedule and their replies were just brilliant. They said don't worry and moved it. **It was so easy and organised.**

The sessions were amazing. **It's one of the best things I think I've ever done in my whole life.** They assigned me a doctor who specialises in relationship issues.



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Marnie, Aviva Smart Health customer
Aviva Critical Illness protection policy holder*

She was absolutely perfect for what I needed. I explained why I was struggling with sleep and that I needed to be able to talk to someone and have my feelings validated And then have really proactive methods of how to change it. She was so good at listening and saying the right things. She came up with all these methods for me to try and to see what worked for me. It wasn't just a short term solution. It was getting mechanisms in place that you can use for the rest of your life. I think that's what made it so impactful and powerful, because it wasn't just a quick fix. It was 'how do we change your mind set?' And what can we put in place to make sure that if anything did happen again, you wouldn't have these issues with sleep. Learning how to manage my mental health with these established techniques was amazing.

It was really productive and just brilliant. **It was the best thing I've ever done. The things that she taught me, I will take away forever."**

A few months down the line and with the therapy sessions under her belt, Marnie explains how life is treating her now.

"I'm completely back to normal and life is good again. I genuinely mean this, I don't think I could have got here so quickly without Aviva Smart Health - 100% there's just no way. It accelerated the healing process.

My critical illness with term assurance policy is something like £12 a month. So to be able to get a benefit like this, is just crazy to me. I recommend Aviva Smart Health to anyone who has access, it's such a good benefit and so user friendly. Especially with something like this - mental health is usually quite a sensitive subject. If you've done that initial step of looking and asking for help, the last thing you want is for it to be a complex or difficult process. So I think for it to have been so smooth and efficient was just one of the best benefits."

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Whether you need help coping with stress, anxiety, depression or you're just not feeling yourself, Smart Health can help. You can benefit from up to four therapy sessions with a psychologist who'll work with you to recommend the right coping strategies for you and your needs.

Aviva Smart Health real-life case study.

*Aviva Smart Health is provided to Aviva Protection UK Limited customers by Teladoc Health. This is not part of your insurance contract and can be changed or withdrawn at any time.

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