



**Irish Life**  
**health**

# Back-Up

The smart way to  
overcome back  
and neck pain



Exclusively for Irish Life Health customers

[www.irishlifehealth.ie](http://www.irishlifehealth.ie)

# The Back-Up Guide

## A common problem. A simple solution.

Back or neck problems affect many of us at some point.

Thankfully, most issues sort themselves out in time. However, acute back and neck pain sometimes persists. That's why Back-Up is now available exclusively to Irish Life Health customers.

### What is Back-Up?

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Expert personalised advice can help prevent, improve or correct most back and neck pain. That's why Back-Up connects you directly with an expert who acts as your 'case manager'.

He or she clinically assesses your problem, and then develops a treatment plan. This may be a simple exercise programme, or could involve physiotherapy. If medically necessary, members can receive up to 8 physiotherapy sessions, for a once off fee of €50.

Followed carefully, your Back-Up programme will help you recover quickly to prevent a chronic problem developing.

### Keeping your GP in the loop

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It's important to keep your GP informed of what's been recommended. If more specialised care is needed, your doctor will be able to refer you knowing all the facts about your case.

Your case manager will monitor your progress and if you need help at any point, contact our customer service team on:

**1890 717 717** (9am-7pm, Monday to Friday).

## Three steps to getting started:

STEP

1

Call Back-Up on **1890 717 717**.

STEP

2

We'll check a time and location that's convenient for you, then book a triage assessment with a clinical case manager.

STEP

3

He or she will assess your injury and recommend a personalised treatment plan.

## Who's behind Back-Up?

We've created Back-Up in conjunction with Health & Case Management Ltd (HCML), a leading independent provider of professional rehabilitation and clinical case management, and the Irish Society of Chartered Physiotherapists.



### Benefit

available on  
your Irish Life  
Health plan

Want to get  
in touch?

**1890 717 717**

(9am-7pm, Monday to Friday)  
we'll be happy to help

[www.irishlifehealth.ie](http://www.irishlifehealth.ie)



# Irish Life health

For more information on Back-Up  
visit [irishlifehealth.ie](https://irishlifehealth.ie).

\* Terms & Conditions apply.

Back-Up is provided by Health & Case Management Limited. Physiotherapy, if required will be provided by a member of the Irish Society of Chartered Physiotherapists, a one-off €50 contribution payable to the physiotherapist towards the cost of treatment will be required should the member need physiotherapy treatment. Members can receive up to 8 physiotherapy sessions for this one-off fee which can be claimed twice per policy year. This payment is to ensure members commit fully to the Back-Up programme.

Irish Life Health dac is regulated by the Central Bank of Ireland.

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