



## **Bupa Claims Process**

### **1. See your GP with your symptoms**

Once you have a GP referral and you know which type of specialist you wish to see you may call Bupa to authorise your appointment.

### **2. Get your claim approved**

Once your claim is accepted Bupa will let you know who you can see, what has been authorised and give an authorisation number over the telephone. Sometimes Bupa may need more information from your GP or consultant in order to progress your claim, but Bupa will let you know as soon as possible.

### **3. See the consultant**

When you go for your appointment, give your consultant your authorisation number. This will allow them to bill Bupa directly.

If your consultant says you need hospital treatment as an in-patient or day-patient, or extra treatment sessions, you'll need to contact Bupa again. It's helpful if you have the following details:

- The date of the treatment
- The procedure code - this is called a CCSD code that your consultant can provide
  - The expected length of stay/number of extra treatment sessions
  - The hospital and consultant's name

### **4. Leave the bill to Bupa**

Normally, Bupa will settle direct with the healthcare provider. If you have got an excess on your plan, you'll have to pay this yourself and Bupa will let you know who it needs to be paid to. If you do make a payment above your excess, send Bupa the proof of payment with the invoice to the address below and Bupa will pay you back.

Bupa will always look to cover claims providing the treatment is covered as part of your policy and the consultant is recognised.

The BUPA claims number is 0345 609 0444.