

# Our Cancer Promise

We treat the person not just the condition

# Our cancer promise to you and your employees

**No financial or time limits<sup>^</sup>.**



**Access to the latest eligible cancer drugs and treatment.**



**Support at every stage from a named oncology nurse.**



**Your employees can choose either a facility within our Quality Assured Network of hospitals or chemotherapy at home, if considered clinically appropriate.**



**Access to our Cancer Survivorship Programme that provides support with diet, exercise and emotional issues.**



<sup>^</sup>With our cancer cover, there are no time limits and all eligible treatment costs are paid in full for as long as your employee has our health insurance. If you select an overall annual maximum benefit, eligible costs will be paid up to that limit. Employees must use a healthcare facility from your chosen Bupa network and a Bupa-recognised consultant who agrees to charge within our limits (a fee-assured consultant).

# Uniting leading healthcare specialists against breast cancer



## Specialist Centres for breast cancer

We've partnered with a leading independent hospital provider HCA Healthcare UK to create Specialist Centres for breast cancer, a first for a UK insurer.

- Internationally-acclaimed experts
- Selected from the best independent hospitals\*
- Strict clinical criteria to ensure the highest quality care and treatment

## Progressing our network in 2019

The first centres will launch in London and Manchester with more to come in 2019 providing they meet our high standards.

\*Hospitals must meet our strict quality criteria, including meeting a Care Quality Commission rating of 'good' or 'outstanding'

# Specialist Centres for breast cancer



**To save your employees weeks of uncertainty, our Specialist Centres have committed to:**

## **Initial diagnosis or the all clear**

In one visit – just two working days after your employee first calls us with their symptoms.

## **Treatment**

If it is cancer, further diagnostic tests will be carried out during the same visit with results available two working days later, which are reviewed by a multidisciplinary team. Then, treatment will start within 31 days – half the published national target.

## **Helps businesses manage the cost of cancer**

Diagnosing cancer earlier saves lives and could save your business money too.

- Agreed new drug costs to help manage the cost of new drug therapies.
- Helps prevent unwarranted variation in treatment.



**Our Specialist Centres commit to:**

Offering customers an initial appointment within

**2 working days**

If it is cancer, starting treatment within

**31 days**

# Direct Access to support for symptoms of cancer\*

## What happens?



### Step 1

Employees can call us straight away and one of our trained advisers will assess their symptoms over the phone using national clinical guidance.



### Step 2

Your employee will be given clear advice on what to do next. Depending on their cover and the nature of their symptoms, this could include a referral to a specialist there and then.



### Step 3

Even if your employee's cover or their symptoms mean we can't offer them a private referral, we'll still advise them to see their GP and offer them a call back within two weeks for further support.

\*Direct Access telephone services are available as long as the symptoms are covered under the policy. If employees' cover excludes conditions they had before their policy started, we'll ask them to provide evidence from their GP that their symptoms are not pre-existing for a period of up to two years from policy start date before we can refer them to a consultant through the Direct Access service. Employees must always call us first to check they're eligible. Some Direct Access services are available on an opt-in basis and incur additional claims costs.





Care that goes beyond  
treating cancer

# Individual care at every step



1 in 2 people born after 1960 in the UK will be diagnosed with some form of cancer during their lifetime.<sup>1</sup>

We treat the person as well as their condition.

Our Specialist Oncology Support Team is made up of trained advisers, care coordinators and oncology trained nurses.

# 48,306

The total number of Bupa members claiming for cancer treatment (including skin cancer treatment) between June 2017 and July 2018.<sup>2</sup>

<sup>1</sup>[cancerresearchuk.org/health-professional/cancer-statistics/risk/lifetime-risk](http://cancerresearchuk.org/health-professional/cancer-statistics/risk/lifetime-risk)

<sup>2</sup>Internal Bupa report, October 2018.

# Helping your employees get back to what they do best

Whilst survival rates are growing, some people find it difficult to adjust after treatment as they return to normal life.

We're committed to supporting patients from the point of diagnosis as they come to terms with the emotional, physical and practical challenges of cancer through the Bupa Cancer Survivorship Programme.

**75** Survivorship  
units

We support our customers both during and beyond their diagnosis through The Bupa Cancer Survivorship Programme and the 75 Survivorship units.



# We'll make sure they're never alone

Facing cancer can be a hugely daunting prospect, which is why every member and their immediate family can benefit from having someone to talk to about their feelings and concerns.

Our team of specially-trained counsellors offer confidential telephone support to help your employees through the challenges of their treatment. Better still, there's no need for a GP referral to use this service.



# 142,183

The number of inbound calls our Oncology Support Team handled in 2017.<sup>1</sup>

<sup>1</sup>Internal Bupa Analysis 2018.

## Treatment at home

Customers can choose to receive cancer drug therapy in the comfort and privacy of their own home, where clinically appropriate.

Delivered by an oncology nurse, this service can make an important difference to your employee's lifestyle as they progress through their cancer journey.



**£2,649**

On average, treatment at home could reduce costs of treatment by this much per customer, per year.<sup>1</sup>

<sup>1</sup>Internal Bupa analysis, November 2018.

# Helping with the financial burden of cancer



In some circumstances, a customer may choose to receive their cancer treatment with the NHS. If this is the case, and if you have selected to include NHS cash benefit, they'll receive a cash benefit in place of receiving treatment privately or through their healthcare scheme.

Some customers choose to do this because there's a convenient NHS facility near to their home. It might also help them to manage their personal expenses for things like travel and child care costs whilst receiving treatment.

# With them until the very end

Half of people who are diagnosed with cancer survive the disease for 10 or more years.<sup>1</sup> But if the worst does happen, and treatment is no longer an option, we'll continue to be there for your employee and their family.

We'll closely manage their condition and coordinate healthcare providers, always respecting their care preferences and choices, to reassure your employee.



Every four minutes someone in the UK dies from cancer.<sup>2</sup>

<sup>1</sup>[cancerresearchuk.org/health-professional/cancer-statistics-for-the-uk](https://cancerresearchuk.org/health-professional/cancer-statistics-for-the-uk)

<sup>2</sup>[cancerresearchuk.org/health-professional/cancer-statistics-for-the-uk#heading-One](https://cancerresearchuk.org/health-professional/cancer-statistics-for-the-uk#heading-One)

# There for your employees at every step

If your employees experience cancer, it's our promise to be there for them with individual care at every step. We'll do everything we can to help them get back to feeling like themselves again.

- **Fast diagnosis, without waiting to see a GP\*** – your employees can call us first about any symptom of cancer.
- **Access to breakthrough cancer drugs and treatment^** – your employees will have access to eligible cancer drugs in the UK that are evidence-based for their condition, even if they're not NICE approved or available on the NHS.
- **Caring how cancer affects people personally** – our Oncology Support Team and counsellors are on hand to give your employees the vital support that they need.

\*Direct Access telephone services are available as long as the symptoms are covered under the policy. If employees' cover excludes conditions they had before their policy started, we'll ask them to provide evidence from their GP that their symptoms are not pre-existing for a period of up to two years from policy start date before we can refer them to a consultant through the Direct Access service. Employees must always call us first to check they're eligible. Some Direct Access services are available on an opt-in basis and incur additional claims costs.

^Applies to eligible cancer drugs and treatments covered by their policy.

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