

Claim form

Emergency dental treatment



Before you begin

Please complete this form using **BLOCK CAPITALS** and **BLACK INK**

You should complete this form if you are claiming for emergency dental treatment. If you are claiming payments for any other dental treatment, dental injury, or hospital cash benefit please call the Bupa Dental helpline to request a copy of the correct form.

Please ensure that you complete it fully and return it to us. The second page of this claim form includes a declaration which you are required to read, sign and date in the box provided. If you don't sign and date the form, we may delay processing your claim.

The section overleaf details the documents which we need to deal with your claim and some notes which we would ask you to read carefully when completing the form.

Please read the following before you complete the form

- You must include a copy of the original dated receipt and where possible an invoice which contains details of the treatment. We will be unable to process your claim without this information. You should keep your original receipts in a safe place.
- You can only claim for treatments that are itemised on this claim form and the treatments you claim for must be covered under the scheme.
- Please quote your membership number on all correspondence.
- All claims are paid in sterling.
- Claims need to be submitted within six months of treatment.

Where to send your completed form

Bupa, Bupa Place, 102 The Quays, Salford M50 3SP

A. Main member details

Please tell us about yourself here. To see how we use your information, please read our privacy notice on page 4.

Your Bupa membership number

Mr / Mrs / Miss / Ms / Other (please circle or list title if other)

First name(s)

Surname

Address

Postcode

Date of birth

Daytime telephone number

Evening telephone number

Mobile telephone number

Email address

Contacting you in relation to your claim

We may contact you regarding your claim by text and/or keep you updated and ask questions, so we can settle your claim as quickly as possible. Written advice of payment will be posted to you.

If you **DO NOT** wish to be contacted by either of these methods then please tick this box .

B. Claimant's personal details (if the claimant is not the main member)

This section should be completed by whoever is actually undergoing treatment, or a parent/guardian if the claimant is under 16.

Mr / Mrs / Miss / Ms / Other (please circle or list title if other)

First name(s)

Surname

Date of birth

Please tick the appropriate box below to show whether the claimant is a partner or dependant of the main member.

Partner

Child/dependant

Are they male or female?

Male

Female

Date of birth

C. Payment details

Please provide your bank account details so we can pay your claim via BACS. BACS normally enables a cleared payment to reach your Bank account three working days after Bupa has processed the claim for payment. Payments into a Building Society account may take a day longer. Written advice of payment will be posted to you.

Account holder name

Bank/building society name

Sort code - -

Account number

If you do not provide us with bank account details we will settle your claim by cheque, this may cause delays in you receiving reimbursement of covered claims.

D. Claim details

This section should be completed by the claimant (or parent/guardian if the claimant is under 16). A copy of the original itemised receipt must accompany all claims and you should keep the original in a safe place. Your receipt should bear the name and address of the practitioner alongside the patient where applicable.

Total treatment cost £

Number of receipts enclosed

E. Claimant declaration

Please read the following carefully before signing the declaration.

Before sending us your claim form please check the terms and conditions in the membership guide as they relate to your claim. The information on this form will be used by us to deal with any claim. In order to detect, prevent and help with the prosecution of financial crime, we may share information with fraud prevention or law enforcement agencies, and other organisations. If we suspect fraudulent activity we may inform the person or organisation who administers or funds your Bupa services. Please note that we are not responsible for the costs of obtaining documentation in support of the claim.

Declaration

I consent that Bupa Insurance Services Limited may contact my dentist to obtain clinical records that can be used to support this claim.

I declare that the information contained within this claim is true and correct to the best of my knowledge and belief.

I hereby authorise Bupa to direct payment to the bank account specified above.

I have not withheld any relevant information from Bupa Insurance Services Limited within my knowledge connected with this claim.

Signature

Date

F. Dental treatment details

This section should be completed by the claimant (or parent/guardian if the claimant is under 16).

Please state the reason for the emergency below. Please include full details as to why this was treated as an emergency.

Emergency dental treatment	Number of treatments or teeth	Treatment date(s)	Total patient's charge
Examinations			
X-rays			
Extractions			
Root canal			
Initial relief treatment of dental or gingival infection			
Prescription charge for or related to emergency dental treatment			
Temporary filling or provision of permanent filling, if a temporary filling is not required			
Construction of temporary crown/bridge/veneer			
Recement of crown/inlay/bridge/veneer			
Temporary post and core			
Repair or replacement of orthodontic appliance			
Repair or adjustment to denture			
Other temporary emergency dental treatment as determined by the dentist <i>For example: stopping bleeding, refixing orthodontic retainer wire.</i>			

Privacy notice – in brief

We are committed to protecting your privacy when dealing with your personal information. This privacy notice provides an overview of the information we collect about you, how we use and protect it. It also provides information about your rights. You can find more details in our full privacy notice available at bupa.co.uk/privacy. If you do not have access to the internet and would like a paper copy, please contact the Bupa Privacy team on **+44 (0) 1784 893706**. Or, you can email the team at dataprotection@bupa.com or write to **Bupa Data Protection, Willow House, 4 Pine Trees, Chertsey Lane, Staines-upon-Thames, Middlesex TW18 3DZ**. If you have any questions about how we handle your information, please contact us at dataprotection@bupa.com

Information about us

In this privacy notice, references to 'we', 'us' or 'our' are to Bupa. Bupa is registered with the Information Commissioner's Office, registration number Z6831692. Bupa is made up of a number of trading companies, many of which also have their own data-protection registrations. For company contact details, visit bupa.co.uk/legal-notice

1. Scope of our privacy notice

This privacy notice applies to anyone who interacts with us about our products and services ('you', 'your'), in any way (for example, email, website, phone, app and so on).

2. How we collect personal information

We collect personal information from you and from certain other organisations (those acting on your behalf, for example, brokers, health-care providers and so on). If you give us information about other people, you must make sure that they have seen a copy of this privacy notice and are comfortable with you giving us their information.

3. Categories of personal information

We process two categories of personal information about you and, if it applies, your dependants. This is standard personal information (for example, information we use to contact you, identify you or manage our relationship with you) and special categories of information (for example, health information, information about race, ethnic origin and religion that allows us to tailor your care), and information about any criminal convictions and offences (we may get this information when carrying out anti-fraud or anti-money-laundering checks, or other background screening activity).

4. Purposes and legal grounds for processing personal information

We process your personal information for the purposes set out in our full privacy notice, including to deal with our relationship with you (including for claims and handling complaints), for research and analysis, to monitor our expectations of performance (including of health providers relevant to you) and to protect our rights, property, or safety, or that of our customers, or others. The legal reason we process personal information depends on what category of personal information we process. We normally process standard personal information on the basis that it is necessary, so we can perform a contract, for our or others' legitimate interests or it is needed or allowed by law. We process special categories of information, because it is necessary for an insurance purpose, we have your permission or as otherwise described in our full privacy notice.

5. Marketing and preferences

We may use your personal information to send you marketing by post, phone, social media, email and text. We only use your personal information to send you marketing if we have either your permission or a legitimate interest.

If you don't want to receive personalised marketing about similar products and services that we think are relevant to you, please contact us at optmeout@bupa.com or write to **Bupa Data Protection, Willow House, 4 Pine Trees, Chertsey Lane, Staines-upon-Thames, Middlesex TW18 3DZ**

6. Processing for profiling and automated decision-making

Like many businesses, we sometimes use automation to provide you with a quicker, better, more consistent and fair service, as well as with marketing information we think will interest you (including discounts on our products and services). This may involve evaluating information about you and, in limited cases, using technology to provide you with automatic responses or decisions. You can read more about this in our full privacy notice. You have the right to object to direct marketing and profiling relating to direct marketing. You may also have rights to object to other types of profiling and automated decision-making.

7. Sharing your information

We share your information within the Bupa group of companies, with relevant policyholders (including your employer if you are covered under a group scheme), with funders who arrange services on your behalf, those acting on your behalf (for example, brokers and other intermediaries) and with others who help us provide services to you (for example, health-care providers) or who we need information from to handle or check claims or entitlements (for example, professional associations). We also share your information in line with the law. You can read more about what information may be shared in what circumstances in our full privacy notice.

8. Transfers outside of the European Economic Area (EEA)

We deal with many international organisations and use global information systems. As a result, we transfer your personal information to countries outside of the European Economic Area (the EU member states plus Norway, Liechtenstein and Iceland) for the purposes set out in this privacy policy.

9. How long we keep your personal information

We keep your personal information in line with periods we work out using the criteria shown in the full privacy notice available on our website.

10. Your rights

You have rights to have access to your information and to ask us to correct, erase and restrict use of your information. You also have rights to object to your information being used; to ask us to transfer information you have made available to us; to withdraw your permission for us to use your information; and to ask us not to make automated decisions, which produce legal effects concerning you or significantly affect you.

11. Data protection contacts

If you have any questions, comments, complaints or suggestions about this notice, or any other concerns about the way in which we process information about you, please contact us at dataprotection@bupa.com

You also have a right to make a complaint to your local privacy supervisory authority. Our main office is in the UK, where the local supervisory authority is the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF, United Kingdom. Phone: 0303 123 1113 (local rate) or 01625 545 745 (national rate).

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