



Consultant recognition Q&A

Here are answers to some questions you may have about applying for Bupa recognition. We hope that, together with the information on our website at www.bupa.co.uk/consultant-recognition, it will explain everything you need to know about working with us, providing care for our customers, and how we can support you.

About Bupa recognition

What are the benefits of Bupa recognition?

Bupa recognition can help you build and promote your practice. It enables you to:

- raise the profile of your practice
- receive agreed fees for the care and treatment that you provide
- receive payment of your online invoices within seven days of approval using the secure BACS system
- promote your practice online to Bupa customers, GPs and the public
- access a website offering all the information you need to manage your relationship with Bupa

Why do you need to recognise consultants?

Bupa recognition is a mark of quality from which our customers can be reassured that they are getting access to high quality healthcare, customer service, and value for money and that the doctors who treat them are competent and experts in their field.

Doctors who are Bupa recognised meet the medical professional standards set by the General Medical Council - the UK's medical regulator - and any relevant specialist bodies. Our recognition is built on a uniform set of criteria that are in line with legal and regulatory requirements to practise in the UK.

Why do you set limits for consultant charges?

Our benefit limits (known as Bupa Benefit Maxima) are the rates up to which Bupa-recognised consultants can claim. We set them to make sure that we pay a fair price for treatment on behalf of our customers who pay for doctors' fees through their premiums, so we work hard to make sure that they pay a fair price.

With competing pressures on disposable incomes and business costs rising, our customers expect us to manage healthcare costs on their behalf so that their health insurance remains affordable and they don't need to cancel their policies. Three quarters of customers who took part in a Bupa survey in 2015 said they expect their health insurer to ensure high quality care is delivered and that costs are managed.

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How do you set benefit limits?

We reimburse Bupa-recognised consultants for the treatment they deliver to our customers based on the complexity, time and skill required to perform a procedure. We publish an extensive list of procedures and complexity codes in the [Bupa Schedule of Procedures](#) and the rates up to which Bupa-recognised consultants can claim. You can also find other helpful information here including anticipated length of stay, unbundling combinations, and a helpful fee checker you can use.

Will you guarantee me a certain number of patients?

Unfortunately we're unable to guarantee volumes of patients. However, we can help you promote your practice through Finder (www.finder.bupa.co.uk), our comprehensive directory of consultants, therapists and facilities. It's a great way to promote your practice to our customers, GPs and the general public because it receives around 50,000 visits each week.

How often will you review fees?

We're committed to giving our customers access to high quality affordable healthcare. They pay for doctors' fees through their premiums, so we work to ensure that they pay a fair price. As part of this, we agree consultation fees with consultants individually and continually review Bupa Benefit Maxima for in-patient fees. We'll seek your feedback if we're considering any changes in your speciality. You can find out more about how we set and review fees here: www.bupa.co.uk/healthcare-professionals/for-your-role/consultants/fees-explained.

Applying for Bupa recognition

How do I apply to be recognised by Bupa?

You can do this online here www.bupa.co.uk/consultant-recognition.

Why do I need to agree initial and follow-up consultation fees with you?

We want to give our customers accurate information about what their health insurance policy will cover. Some customers' policies have out-patient benefit limits, and the cost of your consultation will be met from that limit, so we need to know what your fees are so that we can let our customers know whether their consultations are covered.

How did you reach the benchmark figure for initial and follow-up consultation fees?

We looked at the fees we've agreed with consultants who have applied for Bupa recognition and used them to calculate a benchmark fee.

Why aren't all consultants paid the same initial and follow-up consultation fees?

The fees we pay consultants for consultations reflect the differing nature of the services they provide, for example, consultant psychiatrists deliver the majority of care during out-patient consultations whereas a surgeon will deliver care in a range of settings; we offer slightly different fees based on these differences.

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If my application is unsuccessful, will you let me know why?

Yes, we'll write to you explaining why your application hasn't been successful, and you can also call us to discuss it on: 0345 600 5422* between 9am and 6pm Monday to Friday.

How will you use the information I submit when applying?

We'll use the information to check that you meet our recognition criteria and, if you become Bupa recognised, we'll use it to support our ongoing relationship with you.

What information will you share with your customers?

We'll share your name and qualifications, your specialty/sub-specialty, the facilities where you practise (private and NHS) and your contact details with our customers. You can manage the information we share with them by keeping your Finder profile up-to-date.

I've been approached to join a consultant group/chambers. If I decide to join, do I still need to apply for Bupa recognition?

Yes, you'll still need to apply for Bupa recognition if you want to treat our customers.

If I practise solely in the private sector, how do I perform an audit?

If you only practise in the private sector, peer reviews may be an option, for example you could approach a consultant working in the same sub-speciality to help you with this. You could also get advice from the Chair of the Medical Advisory Committee in the hospital where you practise or from your Royal College.

We're keen to work with consultants who can show the development and use of quality initiatives such as evidence of audit, customer satisfaction and patient information. We'll bear these in mind when considering applications for Bupa recognition.

There may be additional Care Quality Commission requirements you need to meet. You can find out about these at: www.cqc.org.uk.

Contacting us

I've got more questions, who can I contact?

If you can't find the answer to your question here, you can:

- **chat** with online us at www.bupa.co.uk/providers-online
- **email** us at: Provmtgconsultants@bupa.com
- **call** us on: 0345 600 5422* between 9am and 6pm Monday to Friday.

*We may record or monitor our calls.