

Products at a glance

Quick guide

For new customers purchasing
directly from Bupa

From 1 September 2021



This document is designed to give a high level overview of the various products we provide. It should be read in conjunction with the relevant policy summary for each of the products listed below. Full policy terms are available in the Bupa Select Membership Guide including a full list of exclusions and exceptions. These guides will be provided to you by your Bupa representative.

Our levels of cover – Select Custom, Key, Enhanced and Complete

Our healthcare options have been designed with the needs of small and medium businesses in mind. Choose the cover that's relevant to your work and budget.

	Select Comprehensive healthcare cover			
	Limits for each member and benefit notes			
Benefits	Select Custom Our entry-level cover for new direct customers*	Select Key Our base level of cover	Select Enhanced Extra cover for added reassurance	Select Complete Our highest tier of cover
Facilities				
Facility access	over 300 partnership facilities nationwide			over 600 participating facilities nationwide
Out-patient consultations and treatment				
Out-patient consultations and diagnostic tests	£500 year	£1,000 a year	£1,500 a year	paid in full ³
Out-patient complementary medicine treatment (acupuncture, chiropractic and osteopathy)	up to £250 within your out-patient benefit limit above		up to your out-patient benefit limit above	paid in full ¹
Out-patient Magnetic resonance imaging (MRI) Computerised tomography (CT) and Positron emission tomography (PET) scans	paid in full ¹			
Being treated in hospital as a day-patient or in-patient				
Consultant fees and facility charges	paid in full ¹			
Cancer treatment				
Cancer cover	paid in full ¹			
NHS cancer cash benefit If you choose to have eligible cancer treatment under the NHS rather than privately	£100 each night of in-patient stay or £100 each day for out-patient, day-patient and home treatment for cancer (radiotherapy or proton beam therapy, cancer treatment taken by mouth or a surgical operation). For cancer treatment taken by mouth, it is paid each day on which you have a consultation with your consultant and they provide you with a prescription for that treatment ²			
Mental health treatment				
Business Mental Health Advantage Consultant and facility charges for day-patient and in-patient care	paid in full up to 45 days each year for eligible treatment in recognised facilities with partnership consultants			
Medical consultations, advice and support				
Digital GP provided by Babylon Smartphone application for diagnosis, GP appointments and prescriptions	unlimited access to GP consultations 24/7 via phone or video call, clinical triage powered by Babylon artificial intelligence, and private prescription writing (prescription costs not included) with free delivery or collection from a chosen pharmacy			
Bupa Anytime HealthLine Telephone service for medical advice with a qualified nurse	unlimited 24/7 calls and unlimited call time. Provides guidance to members and their immediate family on any medical issue			
Bupa Family Mental HealthLine Telephone service for mental health support with a trained adviser	unlimited calls and unlimited call time between 8am and 6pm Monday to Friday. Provides guidance to parents and carers who are concerned about their child's emotional wellbeing and/or mental health			

*Please note: For new customers purchasing directly from Bupa only. A different version of Select Custom is available for renewal customers, and for customers purchasing via an intermediary or asking for a comparable quote directly from Bupa. Speak to your Bupa representative for further information.

Select
Comprehensive healthcare cover

Limits for each member and benefit notes

Benefits	Select Custom Our entry-level cover for new direct customers*	Select Key Our base level of cover	Select Enhanced Extra cover for added reassurance	Select Complete Our highest tier of cover
Additional benefits				
Direct Access No GP referral needed for certain conditions	for certain medical conditions you can call us directly for a referral to a specialist usually without seeing a GP or other healthcare practitioner. Call us or go to bupa.co.uk/referrals for more information			
Home Nursing When immediately following private eligible in-patient treatment	£2,000 each year when carried out under the supervision of your consultant. You need to have our written agreement before the treatment starts			
Ambulance Cover When related to private eligible in-patient, day-patient treatment	up to £80 each single trip – no annual limits			
NHS Cash Benefit If you choose to have in-patient treatment under the NHS rather than privately	£50 a night for up to 35 nights a year for treatment that would have otherwise been covered for private in-patient treatment			
Procedure Specific NHS cash benefit If you choose to have certain eligible treatment under the NHS rather than privately	applies to treatment that would otherwise have been covered under your benefits. The amount we pay depends on the procedure you are having. Call us or go to bupa.co.uk/pscb for more information			
Options to enhance cover (additional subscriptions apply)				
Island cover	for residents of Jersey, Guernsey and the Isle of Man – includes travel to UK mainland			
Options to manage costs				
Excess options	£0, £100, £150, £200, £500			
Six week scheme	if the NHS can provide day-patient or in-patient treatment or diagnostic tests within six weeks of the date the consultant recommends the treatment or tests, then treatment is with the NHS. If not, the treatment or tests will be covered by Bupa. This option gives 15% to 25% discount on the cost of cover – subject to member's age			
Fixed price	you can fix the amount you pay for two years at an extra cost. However, this is not protected from any increases in Insurance Premium Tax (IPT) when your policy is next renewed. Changes to membership made during the two-year fixed period may also affect the price of the policy after renewal, although the rate per member will remain fixed. Please note: you may not be able to amend your benefit options at your first renewal when choosing this option			
Key notes				
Key exclusions	<p style="text-align: center;">Our main exclusions are listed below. Please refer to the Bupa Membership Guide for our complete list of exclusions. This will be provided by your Bupa representative</p> <ul style="list-style-type: none"> ▪ Ageing, menopause and puberty ▪ Accident and emergency treatment ▪ Allergies, allergic disorders or food intolerances ▪ Birth control, conception, sexual problems and gender dysphoria or reassignment ▪ Chronic conditions ▪ Cosmetic, reconstructive or weight loss treatment ▪ Deafness ▪ Dementia or learning, behavioural and developmental conditions⁴ ▪ Dialysis ▪ Eyesight ▪ Pregnancy and childbirth ▪ Screening, monitoring and preventative treatment ▪ Sleep problems and disorders ▪ Speech disorders 			

¹When we say benefits are paid in full – this is for eligible treatment on your core health insurance when you use a healthcare facility within your chosen Bupa network using a Bupa recognised consultant who agrees to charge within Bupa limits (a fee-assured consultant) or a Bupa recognised complementary medicine practitioner.

²We pay NHS cancer cash benefit for radiotherapy or proton beam therapy, cancer treatment taken by mouth or a surgical operation that is for cancer treatment that would otherwise have been covered for private in-patient, out-patient or day-patient treatment under your benefits.

³When we say benefits are paid in full – this is for eligible treatment on your core health insurance when you use a healthcare facility within your chosen Bupa network using a Bupa recognised consultant.

⁴Any treatment for learning difficulties, behavioural or developmental problems (LBD) will remain ineligible. However, we will now cover any related mental health condition in relation to an LBD, for example anxiety or depression. Related mental health conditions will be eligible under Benefit 5.3 Exclusion GE20.

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Bupa Dental Plan

The Dental Plan Tables of Cover show the maximum amount of benefits you can claim up to per person per policy year according to your level of cover.

Please also refer to Section 3, 'Policy terms' in the membership guide for full details of what's covered, what's not covered and any limitations on cover by treatment type.

Preventative and Restorative benefits

	Core	Level 1	Level 2	Level 3	Level 4	Level 5
Preventative dental treatment						
Routine examination[^]	up to NHS limits	£60 up to £30 per visit	£80 up to £40 per visit	£120 up to £60 per visit	£140 up to £70 per visit	£200 up to £100 per visit
maximum of two visits per policy year						
Scale and polish[^] (by your dentist or hygienist)	up to NHS limits	£80 up to £40 per visit	£100 up to £50 per visit	£160 up to £80 per visit	£180 up to £90 per visit	£250 up to £125 per visit
maximum of two visits per policy year						
Virtual routine examination[^]	no cover	£20 per policy year				
Dental X-rays[^]	up to NHS limits	£40	£50	£80	£90	£100
per policy year						
Restorative dental treatment						
Fillings/root canal^{^***}	up to NHS limits	£150	£250	£300	£350	£375
per policy year						
Extractions[^]	up to NHS limits	£100	£150	£200	£200	£250
per policy year						
Restorative dental treatment[^]	up to NHS limits	80% up to £275^{^^}	80% up to £450^{^^}	80% up to £700^{^^}	80% up to £2,000^{^^}	80% up to £3,000
per policy year						
NHS treatment	up to NHS limits	100% reimbursement for NHS treatment when treated by an NHS dentist				

[^]Includes worldwide cover. ^{**}Note – fissure sealants and topical fluoride treatments are included in this benefit.

^{^^}80% towards the cost of your treatment up to your benefit limit, according to your level of cover.

Other dental benefits

	Core	Level 1	Level 2	Level 3	Level 4	Level 5
Orthodontic treatment UK only	no cover	£300	£400	£500	£600	£700
per policy year						
Emergency dental treatment[^]	up to NHS limits	£1,000 per policy year consisting of four emergencies, up to £250 each				
Dental injury treatment[^]	up to NHS limits	£5,000 per policy year				
Oral cancer treatment[‡] UK only	no cover	paid in full when being referred for oral cancer treatment and using partnership consultants and partnership facilities				
Cash benefit for hospital stay UK only	no cover	£100 for each night you stay in hospital, up to £1,000 per policy year				

[^]Includes worldwide cover. [‡]Six month waiting period applies from your cover start date when you first join the policy. This is the period during which benefits are not payable.

For full details of your cover, please refer to the membership guide.

We have a nationwide network of Bupa owned and Bupa approved dental practices. It aims to offer our dental insurance customers hassle-free access to quality care and discounts on treatment.

Up to 20% discount[‡] is available on general dental treatment costs at selected Bupa-owned and approved network dental practices. Please note, not all Bupa Dental Care practices are part of the Bupa Dental Insurance Network.

[‡]You must inform the dentist you have Bupa dental insurance and provide your membership number prior to your appointment to benefit from this offer. 10% or 20% discounts are available depending on the practice and the dentist you are seeing. To find the selected Bupa-owned and approved network dental practices where this offer is available visit finder.bupa.co.uk and search Bupa Insurance Network. Discount excludes laboratory fees and specialist treatment and cannot be used against NHS and Bupa Essentials services.

Cash Plan

Because health expenses are often unplanned, you can't always budget for them. If you knew you could claim cash back for everyday expenses such as dental and optical bills, it could make life a little easier.

Bupa Wellbeing Health Expenses

This product will cover your employees for a selected range of everyday healthcare expenses, goods or services, alongside providing money back towards the costs of specialist therapies and consultations. A membership level must be paid for by you on behalf of your team. There is also the option, where available, for your employees to voluntarily upgrade their cover at an additional cost.

This table of benefits and benefit limits outlines what is available on Bupa Wellbeing Health Expenses. Simply refer to the benefits listed on the left and then across for the amount of cash you can claim for from your chosen membership type and level per benefit year.

Membership type	Individual plus or Family*			Eligibility	Cash back % or instance limit
Membership level	Level 1	Level 2	Level 3		
Dental	up to £60	up to £120	up to £200	per member covered	100%
Dental injury	up to £200	up to £300	up to £400	per member covered	100%
Optical	up to £60	up to £120	up to £200	per member covered	100%
Hospital in-patient (nights)	£20 per member per instance	£30 per member per instance	£40 per member per instance	per member covered	up to 20 instances (nights/days) in total per benefit year
Hospital day-case (days)					
Therapies (includes physiotherapy, osteopathy, chiropractic, acupuncture and chiropody/podiatry)	up to £150	up to £300	up to £500	per member covered	100%
Consultations and diagnostic tests or scans	up to £200	up to £300	up to £500	per member covered	100%
Prescriptions	up to £25	up to £35	up to £45	per member covered	100%
Bupa health assessments	up to £100	up to £150	up to £200	all members aged 18 and over	100%
Bupa Employee Assistance Programme (EAP)**	✓	✓	✓	all members aged 16 and over	not applicable
Online health check	✓	✓	✓	main member only	not applicable
Bupa Anytime HealthLine	✓	✓	✓	all members aged 16 and over	not applicable

*Individual plus membership is for the main member and up to four child dependants. Family membership is for the main member, their partner and up to four child dependants.

**EAP Key and EAP Premier options available. The option chosen will determine the benefits available to your employees and will also affect your premium. Please see the applicable Bupa Wellbeing Health Expenses table of cover for more information.

All benefit limits represent the maximum amount that we will pay for each benefit under the cash plan during each benefit year. Pre-existing conditions are covered for all benefits. You will be required to provide any information or proof to support your claim if we make a reasonable request for you to do so.

Terms and conditions apply. Please see the applicable Bupa Wellbeing Health Expenses table of cover and the Bupa Cash Plan membership guide for more information.

Helpful information

Consultant and facilities finder

Finder is an easy to use, free online directory that allows you to search for Bupa recognised consultants, therapists and hospitals, as well as Bupa dentists, health centres and care homes. Your employees can search using a name or location. When you include a postcode, Finder gives you a map, directions and driving times.

Please visit:
finder.bupa.co.uk

Everyday Rewards by Bupa

We want to help our members make the most of life, which is where our free Everyday Rewards programme comes in. It offers discounts from some of the UK's biggest names in health and wellbeing, leisure, travel, home entertainment and retail.

Please contact your Bupa representative for more information.

Privacy notice

Our privacy notice explains how we take care of your personal information and how we use it to provide your cover. A brief version of the notice can be found in your membership guide and the full version is online at bupa.co.uk/privacy

Helpful numbers

New business
03457 515 515

Existing business
03457 553 322 option 5

Member services for your health insurance
0345 604 0623

Company Business Partner Services
03457 553 322

Dental
For a quote:
03457 515 515

For customer service or to make a claim:
0800 237 777

Cash Plan
For a quote:
03457 515 515

For customer service or to make a claim:
03456 066 003

We may record or monitor our calls.

Everyday Rewards by Bupa is promoted by Bupa Investments Limited, 1 Angel Court, London EC2R 7HJ and administered by Paragon Customer Communications Limited, Evolution House, 12 Choats Road, Barking, Dagenham, RM9 6BF

Terms and conditions can be found at bupa-rewards.bupa.co.uk/terms-conditions

Bupa Investments Limited and Paragon Customer Communications Limited will use your information for the purposes of the administration of Everyday Rewards. For details of how your information will be processed by Bupa, please visit: bupa.co.uk/privacy

Digital GP, Bupa Anytime HealthLine, Bupa Family Mental HealthLine and Everyday Rewards by Bupa are not regulated by the Financial Conduct Authority or the Prudential Regulation Authority.

Digital GP services are provided by:

Babylon Healthcare Services Limited. Registered in England and Wales No. 09229684.

Registered office: 60 Sloane Avenue, London SW3 3DD

Bupa health insurance, dental insurance and cash plan are provided by:

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Arranged and administered by:

Bupa Insurance Services Limited, which is authorised and regulated by the Financial Conduct Authority. Registered in England and Wales No. 3829851.

Registered office: 1 Angel Court, London EC2R 7HJ

Bupa Anytime HealthLine is provided by:

Bupa Occupational Health Limited. Registered in England and Wales No. 631336.

Registered office: 1 Angel Court, London EC2R 7HJ

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