

Important information. Here's how your Bupa Select health insurance is changing.



We've made some changes to our health insurance, which will apply when your cover renews on or after 1 January 2025.

This is a summary of some of the main changes. Please read it alongside your policy guide, membership certificate and any confirmation of special conditions, together these set out the full terms and conditions of your cover. We've included the relevant sections to make it easy for you to find them in your policy guide.

Bupa digital account

My Bupa is the new name for Bupa Touch. My Bupa provides your own secure online account so you can see your Bupa policy documents and a personalised view of your cover in one place wherever you are.

Visit bupa.co.uk to create your account or download the My Bupa app.

Policy guide

Here's how your policy guide has changed.

What isn't covered

Exclusion 10 Cosmetic, reconstructive or weight loss treatment

We've amended Exception 2 to remove the need for continuous cover for delayed reconstruction surgery following an accident, cancer surgery or preventive surgery (prophylactic surgery). We cover these operations as long as the original treatment would have been covered and the condition is not excluded.

Exclusion 19 Learning difficulties, behavioural and developmental conditions

We've removed the exception to this exclusion which allowed cover for diagnostic tests to rule out Attention Deficit Hyperactivity Disorder (ADHD) and autistic spectrum disorder (ASD) when a mental health condition was suspected.

Mental health cover still includes support for the mental health symptoms arising from learning difficulties, behavioural and developmental conditions.

Exclusion 26 Speech and language disorders

We've updated this exclusion to be clearer that treatment relating to developmental speech, language and communication difficulties, including stammering, isn't covered.

We've also added a new exception to this exclusion to explain that we cover up to 12 sessions of speech therapy for acute symptoms of glue ear which affect speech development.

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