

Bupa policy guide

Bupa By You health insurance

This guide, together with your membership certificate and confirmation of special conditions (if any), shows the full terms of your health insurance cover.



Introduction

Your Bupa By You health insurance

There are three documents which set out full details of how your health insurance works:

- this policy guide, which contains the general terms and all the possible cover for Bupa By You policies
- your **membership certificate**, which shows your specific cover and **allowances** and is personal to you, and
- **confirmation of special conditions**, if any **special conditions** apply, for you or your **dependants** (if any).

Although they're separate documents, you should read them together. Each **year**, we'll send you updated documents which will apply from your latest **cover start date**.

Need to know

This policy guide contains all the possible cover options available with Bupa By You health insurance (including Bupa By You Comprehensive, Bupa By You Treatment and Care and Bupa By You Prompt Diagnosis). Your **membership certificate** shows the cover that you have selected and that is available to you. This means you may not have all the cover set out in this policy guide.

Some words in this guide are in **bold type**. This is because they have a specific meaning which we explain on pages 48 to 55.

References to 'we', 'our' and 'us' mean Bupa Insurance Limited, registered in England and Wales with registration number 3956433 and registered office at 1 Angel Court, London EC2R 7HJ.

Always get in touch with us before you have any consultations, tests or **treatment** to check that they're covered by your policy.

Who is this policy for?

This policy is generally suitable for someone who is looking to cover the cost of private healthcare. To make sure that your cover meets your demands and needs (and anyone covered by your policy), please read your **membership certificate**, this policy guide and any **confirmation of special conditions**. We haven't provided you with any advice about your cover and how it meets your individual needs.

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HealthLine and digital wellbeing services

Our HealthLine services are available to all our customers and are free to use. Digital wellbeing services are available to customers aged 16 and over. We may record or monitor phone calls.

Bupa Anytime HealthLine

If you have any health questions or concerns you can call our confidential Bupa Anytime HealthLine on **0345 601 3216**.

You can speak to our qualified **nurses** anytime of the day or night. They have practical, professional experience and skills to help.



Family Mental HealthLine

If you're a parent or care for a young person and are concerned about their mental wellbeing, our confidential Family Mental HealthLine can provide advice, guidance and support. A trained adviser or mental health **nurse** will give you advice about what to do next.

You can call our Family Mental HealthLine on **0345 266 7938** between 8am and 6pm, Monday to Friday. You can use this service even if the young person isn't covered under your policy.

Menopause HealthLine

You, or anyone covered on the policy, can talk to one of our menopause-trained **nurses**. They'll offer advice, guidance, and support, even if you're not sure that you're menopausal. This includes support that you can give to a partner who may be going through the menopause.

You can call our Menopause HealthLine on **0345 608 9984** between 8am and 8pm, every day.

Digital wellbeing services

If you are in the **UK**, our digital wellbeing services on the My Bupa app can help you keep your body and mind healthy. These services provide ways to support your mental and physical health.

Download the My Bupa app to get started.



How to get in touch with us

We're always here for our customers and happy to help.

Bupa digital account

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](https://www.bupa.co.uk) to create your account or download the My Bupa app.



Call

For answers to questions about your cover and to ask us to pre-authorise consultations, tests and **treatment**, please call us on **0345 609 0777**. Lines are open between 8am and 8pm, Monday to Friday and Saturday 8am and 4pm. We may record or monitor phone calls.



Webchat

For answers to general questions and to ask us to pre-authorise consultations, tests and **treatment**, you can chat with us using your online account, or by visiting [bupa.co.uk](https://www.bupa.co.uk).



If you have hearing, speech or sight difficulties

If you have hearing or speech difficulties

You can use the Relay UK service.

Visit www.relayuk.bt.com for more information.

If you have sight difficulties

We have documents in Braille, large print or audio.

Please let us know if you'd like us to send your documents in any of these formats



Write

You can write to us at **Bupa, Bupa Place, 102 The Quays, Salford M50 3SP**.

How to get treatment and claim

We're here to help.

If it's about:

- **cancer**
- **muscles, bones and joints, or**
- **mental health**

use our Direct Access service.

You can call us about your symptoms without needing a referral from a **GP**. We'll provide support and advice, and a referral for consultations, tests or **treatment** if you need them.

You can find more information on the next page.

If you prefer, you can see a digital **GP** or your own **GP**.

If it's about anything else

You'll first need to book one of our free digital **GP** appointments or see your own **GP**. If you need a consultation, tests or **treatment**, ask the **GP** for an open referral and contact us.

We can then help you find a **consultant** or healthcare professional covered by your policy. We may also accept referrals from other healthcare professionals. Find out more at bupa.co.uk/referrals.

A dental allowance is included for anyone covered on your policy, please see pages 23 to 24 for full details.

If you're claiming for cash benefits or add-ons (see pages 25 to 28), please contact us and we'll let you know how to claim.

Need to know

Bupa By You Treatment and Care policies only provide cover for **outpatient** consultations and **diagnostic tests** for six months after you're discharged from hospital for **day-patient** or **inpatient treatment** or an **outpatient operation**. These also need to be related to the **day-patient** or **inpatient treatment** or **outpatient operation** you received in hospital. If you have a Bupa By You Treatment and Care policy, and you need private consultations or **diagnostic tests** before you go into hospital for **day-patient** or **inpatient treatment** or an **outpatient operation**, you'll need to choose whether to pay for these yourself or use the **NHS**. We can talk through your options with you including the use of our Direct Access service. **Outpatient treatment** such as therapies or complementary medicine is covered once a diagnosis of your condition has been made.

Please check your **membership certificate** which shows your specific cover and **allowances** and is personal to you.

How to get in touch with us

Call: **0345 609 0777** (We may record or monitor phone calls).

Webchat: bupa.co.uk/contact-us.

Bupa digital account: Visit bupa.co.uk or use the My Bupa app.



Important information about your cover and any claims

For **treatment** to be covered it needs to be:

- shown as covered on your **membership certificate**
- shown as covered by a tick in this policy guide
- **eligible treatment**, and
- not shown as excluded by a cross in this policy guide.

It's also really important that you follow the process and requirements set out in this policy guide. If you don't, we may not be able to pay your claim.

Here are the general conditions which always apply to your cover and any claims. They're part of your **agreement** with us.

Need to know

Any treatment that takes place after the date your policy ends isn't covered, even if it's been pre-authorised. You'll be responsible for paying for this.

Direct access to treatment and care

You don't always need to see a **GP** before contacting us. With our Direct Access service you can call us if you're worried about **cancer**, mental health or muscle, bone and joint problems. We'll provide support and advice and a referral for consultations, tests or **treatment** if you need them.

If you have a **GP** referral, we may also offer you a phone or video assessment with a healthcare professional who specialises in your condition. This will allow you to explore all of your **treatment** options.

If you have a Direct Access phone or video assessment you won't need to pay an excess for it and we won't take the cost from your **outpatient** benefit **allowance** (if either of these apply to your policy). If our Direct Access service refers you for a consultation, tests or **treatment** you may be able to claim for that consultation, test or **treatment**, and we'll explain how to do this after your assessment.

You can find more information about our Direct Access service at bupa.co.uk/direct-access.

Open referral

If you see a **GP** and you need a consultation, tests or **treatment**, ask for an open referral. This means your **GP** will recommend the type of specialist you need to see instead of naming a specific specialist. When you contact us, we'll use your **GP's** recommendation to help you choose a **fee-assured consultant or healthcare professional** covered by your policy.

Need to know

Your **membership certificate** will show if guided care applies to you. (Look in the details of everyone covered on this policy under product selection.) If you have the guided care option, the following conditions apply.

- You must ask for an open referral from a **GP** or our Direct Access service (if this is available for your condition).
- You must contact us before arranging any consultations, tests or **treatment** for pre-authorisation.
- If you need to see a **consultant**, they need to be in our open-referral network - when you contact us, we'll help you find one.

For anyone aged 17 or under, please ask the **GP** for a named referral.

Before you arrange consultations, tests or treatment

Pre-authorisation

It's important that you contact us before arranging any consultations, tests or **treatment** so we can:

- confirm whether the consultation, test or **treatment** is **eligible treatment** and if it's covered by your policy
- confirm the **consultants**, healthcare professionals, hospitals or clinics covered by your policy
- let you know how to claim for cash benefits, if these are covered (see pages 25 to 27 for more information about these **benefits**), and
- give you a pre-authorisation number.

We may ask you for information about the history of your symptoms, including details from your **GP** or **consultant**.

You can then contact the **consultant**, healthcare professional, hospital or clinic to arrange an appointment. You'll need to give them your pre-authorisation number so we can pay them for your **treatment** that is covered by your policy. We will write to the **main member**, or to their **dependant** who is having **treatment** (if they are aged 16 or over), if there is an amount for them to pay in relation to any claim (for example, if they have to pay an excess) to explain how much and who to pay.

Need to know

If you don't get pre-authorisation from us, you'll be responsible for paying for all **treatment** that we wouldn't have pre-authorised if you'd contacted us before arranging it.

Cover for people aged 17 or under

We always need a named referral for a paediatric **consultant**. If someone aged 17 or under who is covered on your policy needs to see a **consultant**, please ask their **GP** for a named referral, and not an open referral. Some private hospitals don't provide services for children or have restricted services available, so **treatment** may be at an **NHS** hospital. Please visit finder.bupa.co.uk to see paediatric services available in your area and contact us before any consultations, tests or **treatment** so we can confirm that these are covered.

The consultants, healthcare professionals, hospitals and facilities that your policy covers

Your policy covers certain Bupa-recognised **consultants**, healthcare professionals and **recognised facilities**.

- The facility, **consultant** or healthcare professional must be recognised by us for treating the medical condition you have, and for providing the type of **treatment** you need on the date you receive that **treatment**.
- If you need **inpatient treatment** or **day-patient treatment** (or both), the **recognised facility** must be part of the **facility access** list which applies to your cover and is shown on your **membership certificate**.
- The person who has overall responsibility for your **treatment** must be a **consultant** unless a **GP** or our Direct Access service refers you for **outpatient treatment** by a **therapist, complementary medicine practitioner or mental health and wellbeing therapist**.

Need to know

If you have the guided care option, any **consultant** you see needs to be in our open-referral network.

What we pay consultants for treatment in hospital

We pay **consultant** fees for **treatment** in hospital up to the amounts shown in our **schedule of procedures**. You can find the schedule at [bupa.co.uk/codes](https://www.bupa.co.uk/codes).

If you see a **consultant** who charges more than we will pay, you may need to pay the difference.

Reasonable and usual charges

We only pay reasonable and usual charges for **eligible treatment**. This means that the amount we will pay **consultants**, healthcare professionals, hospitals and facilities will be in line with what the majority of our members are charged for similar **treatment** or services.

There may be another proven **treatment** available in the **UK** that costs more than the **treatment** that the majority of our customers have for the same condition. If the other proven **treatment** doesn't provide a better clinical outcome, your policy will cover up to the amount the majority of our customers are charged for similar **treatment** or services.

Excess

You can find details of any excess that applies to your policy, on your **membership certificate**, including:

- the amount
- who has to pay it, and
- when it will apply.

How an excess works

Having an excess means that you must pay part of any **treatment** costs covered by your policy, up to the excess amounts shown on your **membership certificate**.

Your excess renews at the beginning of each policy **year**, even if you're part way through **treatment**. So, you could have to pay the excess twice during a single course of **treatment** if your **treatment** begins in one policy **year** and continues into the next policy **year**.

If there's an excess to pay, we'll write to you or the **dependant** having **treatment** (if they're aged 16 or over). We apply your excess in the order in which we receive your claims. Once you've paid the full excess amount, you won't have to pay it for any more **treatment** you claim for during that policy **year**. You don't have to pay the excess if you're claiming for the dental allowance, cash benefits, add-ons or a fitness check within Fit and Active Cover. We'll let you know which **consultant**, healthcare professional, hospital or clinic you need to pay your excess to.

Need to know

If you are claiming for **treatment** costs where an **allowance** applies, your excess will not count towards the total **allowance** for that benefit.

Here's an example of how an excess works

Helen's policy has a £100 excess and a £500 **outpatient allowance**. Helen has some physiotherapy which costs £250. We pay Helen's physiotherapist £150 and we'll let Helen know that she needs to pay them £100 (the policy excess). If Helen needs other **treatment** (whether it's for the same condition or not) during the policy **year**, she doesn't need to pay another excess and has £350 remaining in her **outpatient allowance**. When Helen's policy renews, the excess and **outpatient allowance** will also renew.

Need to know

You should always claim for **eligible treatment** even if it costs less than your excess. Otherwise, if you need to claim again, your remaining excess may be higher than it would have been.

If you'd like to withdraw a claim

Please call your Bupa helpline on **0345 609 0777** and let us know as soon as possible if you'd like to withdraw a claim you have made (we may record or monitor phone calls). You'll need to pay for your **treatment** if you do this. You cannot withdraw a claim we've already paid.

Treatment or costs not covered by your policy

You're responsible for paying for any consultations, tests, **treatment** or costs that aren't covered by your policy.

Other insurance cover

You cannot claim more than once for the same private medical or dental expenses. This means that if you have two policies that provide private medical or dental cover, the costs of your **treatment** may be split between us and the other policy. We will ask you for full details of any other relevant policy when you make a claim.

Providing us with information

We may need some information from you to help us with your claim. This might include, for example:

- medical reports and other information about the **treatment** you're claiming for
- the results of any independent medical examination we may ask you to have (which we'll pay for), and
- original unaltered invoices for your claim (including any **treatment** costs covered by your excess).

We may not be able to review or pay your claim without this information.

Medical reports

We may need to ask your doctor for information about your consultation, tests or **treatment** to see if your policy covers these. We'll need your permission to do this, and you have certain rights when it comes to your personal and medical information.

- You can give your doctor permission to send us a medical report without you seeing it first. Or you can ask your doctor to show you the medical report before they send it to us, but you must do this within 21 days from the date we ask them for it.
- If you don't contact your doctor within 21 days to ask to see your medical report, we'll ask them to send it straight to us.
- You can ask your doctor to change the report if you think it's inaccurate or misleading. If they refuse, you can add your own comments to the report before the doctor sends it to us.
- Once you've seen the report, your doctor can't send it to us unless you give them permission to do so.
- You can ask your doctor not to send us the medical report, but if you do this we won't be able to tell you whether your consultation, test or **treatment** is covered, and we may not be able to pay your claim.
- You can ask your doctor to let you see a copy of your medical report within six months of it being sent to us.
- Your doctor can withhold some or all the information in the report if they believe the information:
 - might cause you or someone else physical or mental harm, or
 - would reveal someone else's identity without their permission (unless the person is a healthcare professional, and the information they provide is about your care).
- Your doctor may charge a fee for a medical report. We'll let you know if we'll cover some of this cost.

There are more details about your rights in **The Access to Medical Reports Act 1988** and **The Access to Personal Files and Medical Reports (NI) Order 1991**, which you can find at [legislation.gov.uk](https://www.legislation.gov.uk).

Underwriting

Insurance companies look at the risk of insuring someone before a policy starts. This is known as underwriting. Your **membership certificate** shows the type of underwriting that applies to your policy.

Need to know

- Your policy covers you for health risks that might arise in the future.
- Any conditions, **special conditions**, **pre-existing conditions**, **moratorium conditions**, symptoms, illnesses or injuries you had before your policy started aren't usually covered.
- If a **special condition** applies, we'll send a **confirmation of special conditions** to the **main member** or to the relevant **dependant** (if they're aged 16 or over).
- If you need to claim, we may ask you for some information about your symptoms and when they started before we can pre-authorise any **treatment**.

Types of underwriting and how they work

Full medical underwriting

To help you understand what's covered by your policy, when you apply, we'll look at your medical history (and the medical history of any of your **dependants** you want cover for), and let you know about **pre-existing conditions** that won't be covered. It's really important that you fill in your application form carefully and send it to us so we can confirm what is and isn't covered by your policy.

Depending on your symptoms and how long you've been covered, when you contact us to make a claim, we may need to check that your symptoms or condition started after your cover started. We may also ask your doctor for more information, and they may charge for this. We'll let you know if your policy covers some of the cost. If not, you'll need to pay for it yourself.

When you join this Bupa By You policy, if you had a **previous policy** with another insurer or you were covered on a group policy with **Bupa**, and it was a full medical underwriting policy, we may agree to continue with your underwriting terms from your **previous policy**. We'll need to review your medical history and we'll let you know if there are any conditions that aren't covered. We need to agree to this, and there must be no break in your cover.

Moratorium

When you apply for a policy, we don't look at your medical history (or the medical history of any of your **dependants** you want cover for). Instead, when you (or a **dependant**) claim for a condition you (or they) had in the five years before your **Bupa** cover began, it will only be covered if you have had your policy for two consecutive years without having any symptoms, **treatment**, medication or advice for the condition. If you claim, we may ask you for more information about the history of your symptoms, so we can confirm the condition is covered by your policy. We may also need details from your doctor and they may charge for this. If so, you'll need to pay for this yourself.

Moratorium switch

This applies when you switch your moratorium policy from another insurer to us and there is no break in your cover. Your **moratorium start date** continues from your **previous policy**. When you switch to us, we may need to review your medical history and let you know if there are any conditions that aren't covered.

When you need treatment because of something that was someone else's fault

You may need to claim for **treatment** you need because of an injury or medical condition that was caused by someone else (a 'third party') or was their fault. This could be due to a road accident, an injury or potential clinical negligence. If this happens, you should let us know as soon as possible as we'll need to recover costs we've paid for your **treatment** from the third party. This won't reduce the amount you can claim from the third party.

- Tell us as soon as you know you need (or may need) **treatment** for something that was caused by a third party or was their fault. You can call us on **0800 028 6850** (we may record or monitor phone calls) or email us at **infothirdparty@bupa.com**. If you need to send us sensitive information, you can email us using Egress, which is a free secure email service (visit **switch.egress.com** for more information).
- Tell your solicitor, insurer or representative (if you're using one) that you have Bupa health insurance that may cover some of the costs.
- Give us your solicitor's, insurer's and representative's details and your permission to contact them.
- Help us to recover the cost of the **treatment** we paid for from the third party. This includes making sure we can communicate with you and your legal representative (if you appoint one) about this, and that you or your legal representative regularly keeps us updated on their progress with any recovery action.
- Ask your solicitor, insurer or representative to include in your claim all the costs we've paid for your **treatment**, plus 8% interest for each year.
- If you agree a settlement with the third party, make sure it includes the full cost of the **treatment** we've paid for, and that you pay this amount (and any interest) to us as soon as possible.

What is covered

Need to know

This section explains the types of **treatment**, services and charges which Bupa By You can cover. Your **membership certificate**, shows your specific cover and **allowances**. Please also see the 'How to get treatment and claim' on page 6 for details of who can refer you for **treatment** and 'Important information about your cover and any claims' on page 7. Your policy has some restrictions. It's important that you read the sections that tell you what is and isn't covered. Anything in the 'What isn't covered' section applies to your cover unless it says otherwise.

1. Outpatient consultations and treatment

Benefit	Description	Cover
1.1 Outpatient consultations	Consultants' fees for outpatient consultations for acute conditions .	✓
	Consultants' fees for phone or video consultations for acute conditions .	✓
1.2 Outpatient therapies and other outpatient charges	Therapists' fees for outpatient treatment .	✓
	Therapists' fees for phone or video consultations.	✓
	Therapists' fees for treatment at home if this is recommended by your healthcare professional or offered by us (as long as it's provided by a therapist recognised by us for treatment at home).	✓
	Recognised facility charges for prostheses and appliances that are needed as part of outpatient treatment .	✓
	Recognised healthcare professionals' fees and recognised facility charges for outpatient treatment that aren't described in any other benefit.	✓
1.3 Outpatient complementary medicine	Complementary medicine practitioners' fees for outpatient treatment .	✓
	Complementary or alternative products, preparations or remedies aren't covered.	✗
1.4 Outpatient diagnostic tests	Recognised facility charges or consultants' fees for diagnostic tests if these are requested by your consultant or another healthcare professional as part of outpatient treatment (as explained in 'How to get treatment and claim' on page 6). The cost of reporting the results is included in the charge for the diagnostic test . Continued on the next page.	✓

Benefit	Description	Cover
1.4 Outpatient diagnostic tests (continued)	<p>Recognised facility charges for diagnostic tests sent to your home if these are recommended by your healthcare professional or offered by us.</p> <p>Need to know</p> <p>Charges for diagnostic tests that aren't from a recognised facility or a consultant who is recognised by us to carry out diagnostic tests aren't covered.</p>	✓
1.5 Outpatient MRI, CT and PET scans	<p>Recognised facility charges for MRI, CT and PET scans if these are requested by a consultant or another healthcare professional (as explained in 'How to get treatment and claim' on page 6). The cost of reporting the results is included in the charge for the scan.</p>	✓


2. Consultants' fees for hospital treatment

Benefit	Description	Cover
2.1 Consultants' fees for hospital treatment	<p>Consultant surgeons' and consultant anaesthetists' fees for operations covered by your policy.</p>	✓
	<p>Consultants' fees for day-patient treatment or inpatient treatment.</p>	✓
	<p>Consultants' fees for planning and supervising chemotherapy and radiotherapy if these are part of eligible treatment.</p>	✓

3. Hospital or clinic charges

Benefit	Description	Cover
3.1 Outpatient operations	<p>Recognised facility charges for outpatient operations covered by your policy.</p> <p>This includes the cost of using operating theatres and equipment, common drugs, advanced therapies, specialist drugs and surgical dressings used during the operation.</p>	✓
3.2 Staying in hospital	<p>Recognised facility accommodation charges, including your meals and refreshments while you're having day-patient or inpatient treatment that is covered by your policy.</p>	✓
	<p>Personal items (such as newspapers or personal laundry), meals and refreshments for your visitors, and phone calls aren't covered.</p> <p>Continued on the next page.</p>	✗



Benefit	Description	Cover
3.2 Staying in hospital (continued)	<p>Recognised facility charges for accommodation aren't covered if:</p> <ul style="list-style-type: none"> ■ they're for an overnight stay for treatment that would normally be carried out as outpatient treatment or day-patient treatment ■ they're for a bed for treatment that would normally be carried out as outpatient treatment, or ■ the accommodation is mainly used for: <ul style="list-style-type: none"> – convalescence, rehabilitation, supervision or anything other than eligible treatment – general nursing care or any other services which could have been provided in a nursing home or anywhere else which is not a recognised facility, or – services provided by a therapist or complementary medicine practitioner or mental health and wellbeing therapist. 	✗
3.3 Staying in hospital with a child	<p>Accommodation for one parent each night they need to stay in a recognised facility with their child. The child must be covered by the policy, aged 17 or under and having inpatient treatment.</p> <p>The claim will be paid from the child's policy benefits.</p>	✓
3.4 Theatre charges, nursing care, drugs and surgical dressings	<p>Operating theatre and nursing care charges, common drugs, advanced therapies, specialist drugs and surgical dressings that are an essential part of your day-patient or inpatient treatment.</p>	✓
	<p>Any drugs or surgical dressings provided or prescribed for outpatient treatment or for you to take home with you when leaving hospital or a clinic aren't covered.</p>	✗
	<p>Any extra nursing services in addition to those which would usually be provided by a recognised facility as part of normal patient care without making any extra charge aren't covered.</p>	✗
3.5 Day-patient or inpatient diagnostic tests, MRI, CT and PET scans	<p>Recognised facility charges for diagnostic tests, MRI, CT and PET scans if these are recommended by your consultant as part of day-patient treatment or inpatient treatment.</p>	✓
3.6 Therapies	<p>Recognised facility charges for eligible treatment provided by therapists, if this is needed as part of your day-patient treatment or inpatient treatment.</p>	✓
3.7 Prostheses and appliances	<p>Recognised facility charges for prostheses or appliances that are needed as part of day-patient treatment or inpatient treatment.</p>	✓
	<p>The costs of maintaining, refitting or replacing a prosthesis or appliance if you have acute symptoms that directly relate to the prosthesis or appliance and it was fitted as part of eligible treatment.</p>	✓
	<p>The costs of maintaining, refitting or replacing a prosthesis or appliance if you don't have acute symptoms that are directly related to the prosthesis or appliance aren't covered.</p>	✗

Benefit	Description	Cover
<p>3.8 Intensive care</p>	<p>Intensive care which is essential, follows planned inpatient treatment in a recognised facility, takes place in a critical care unit, and is routinely needed by people having the same type of treatment as you.</p> <p>If your inpatient treatment or day-patient treatment in a recognised facility doesn't routinely need intensive care, and something unexpected happens which means you do need it, your intensive care will be covered if either:</p> <ul style="list-style-type: none"> ■ it is provided in the recognised facility's critical care unit, or ■ the recognised facility doesn't have a critical care unit, but has an agreement with us to follow an emergency protocol to transfer patients to a specific recognised facility critical care unit, which is next to the original recognised facility, or part of the same hospital group. <p>Your consultant or recognised facility will contact us if you're admitted into a critical care unit.</p> <p>There are situations when intensive care isn't covered, and these are explained in the 'Accident and emergency treatment' (exclusion 2) and 'Intensive care' (exclusion 18) in the 'What isn't covered' section of this guide.</p>	
	<p>Need to know</p> <p>Transferring into private inpatient care from an NHS hospital</p> <p>If you want to transfer your care from an NHS hospital, or a hospital stay that you're paying for yourself, to a private recognised facility, your policy will cover your eligible treatment costs following the transfer, as long as:</p> <ul style="list-style-type: none"> ■ you've been discharged from a critical care unit to a general ward for more than 24 hours before the transfer ■ the consultants in the hospital you are moving from and the consultants in the recognised facility you are transferring to agree that it's clinically safe and appropriate to transfer your care, and ■ we've had full clinical details from your consultant and confirmed that you're having eligible treatment before the transfer. 	

4. Cancer treatment

Your **membership certificate** will show if you have **cancer** cover. Once **cancer** has been diagnosed, benefits 4.1 to 4.5 apply to your **outpatient treatment for cancer**. Sections 1.5, 2, 3, 6, 7 and 8 apply to all other **eligible treatment for cancer** that's covered by your policy. **Eligible treatment** for side effects of **cancer**, or side effects of **treatment for cancer**, is covered on the same basis as **eligible treatment for cancer**. **Treatment for mental health conditions** relating to **cancer** is covered as set out in 'Mental health treatment' (benefit 5).

Benefit	Description	Cover
4.1 Outpatient consultations for cancer	Consultants' fees for outpatient consultations for cancer .	✓
	Consultants' fees for phone or video consultations for cancer .	✓
4.2 Outpatient therapies and other outpatient charges for cancer treatment	Therapists' fees for outpatient treatment for cancer .	✓
	Therapists' fees for phone or video consultations.	✓
	Recognised healthcare professionals' fees and recognised facility charges for your outpatient treatment or consultation for cancer .	✓
	Charges for clinical reviews we request to confirm that your treatment is eligible.	✓
4.3 Outpatient complementary medicine treatment for cancer	Complementary medicine practitioners' fees for outpatient treatment for cancer .	✓
	Complementary or alternative products, preparations or remedies aren't covered.	✗
4.4 Outpatient diagnostic tests for cancer	<p>Recognised facility charges or consultants' fees for diagnostic tests if these are requested by your consultant as part of outpatient treatment for cancer. The cost of reporting and interpreting the results is included in the charge for the diagnostic test.</p> <p>Need to know</p> <ul style="list-style-type: none"> ■ Charges for diagnostic tests that aren't from a recognised facility or a consultant who is recognised by us to carry out diagnostic tests aren't covered. ■ Outpatient MRI, CT and PET scans for cancer are covered under benefit 1.5. 	✓
4.5 Outpatient cancer drugs	<p>Recognised facility charges for common drugs, advanced therapies and specialist drugs specifically for planning and providing outpatient treatment for cancer.</p> <p>Continued on the next page.</p>	✓

Benefit	Description	Cover
4.5 Outpatient cancer drugs (continued)	<p>Your policy doesn't cover:</p> <ul style="list-style-type: none"> ■ common drugs, advanced therapies and specialist drugs that are available from a GP, unless you're prescribed an initial small supply when you're discharged from the recognised facility (so you can start your treatment straight away) ■ common drugs, advanced therapies and specialist drugs that are available to buy without a prescription, or ■ complementary, homeopathic or alternative products, preparations or remedies for cancer. 	
4.6 NHS Cancer Cover Plus	<p>This benefit option is unavailable to customers who don't already have it.</p> <p>Eligible treatment for cancer if:</p> <ul style="list-style-type: none"> ■ the radiotherapy, chemotherapy, drug therapy or surgical operation you need to treat your cancer isn't available to you under the NHS, and ■ the NHS care that isn't available to you isn't solely supportive medicines for cancer or diagnostic tests or investigations, and ■ you receive your treatment for cancer in a recognised facility. <p>Need to know</p> <p>Where the above applies:</p> <ul style="list-style-type: none"> ■ your policy covers eligible treatment for cancer as explained in this 'Cancer treatment' section and 'Cash benefit for wigs or hairpieces' (CB2.4) and 'Cash benefit for mastectomy bras' (CB2.5) ■ if you have eligible treatment for cancer as explained in this 'Cancer treatment' section, and you have part of your cancer treatment under the NHS, or it would have been covered by your policy, you can claim 'NHS cancer cash benefits' as explained in: <ul style="list-style-type: none"> – 'NHS cash benefit for NHS inpatient treatment for cancer' (CB2.1), and – 'NHS cash benefit for NHS outpatient, day-patient and home treatment for cancer' (CB2.2), and – 'NHS cash benefit for oral drug treatment for cancer' (CB2.3). 	

5. Mental health treatment


Your **membership certificate** shows if you have mental health cover.

Need to know

Mental health treatment for, or relating to, any **special conditions**, **pre-existing conditions** or **moratorium conditions** isn't covered. **Mental health treatment** which relates to anything else listed in the 'What isn't covered' section is covered as explained in this benefit.

We do not pay for **treatment** for dementia.

Benefit	Description	Cover
5.1 Outpatient consultant psychiatrists' fees for mental health conditions	Consultant psychiatrists' fees for outpatient treatment for a mental health condition .	✓
	Consultant psychiatrists' fees for phone or video consultations for a mental health condition .	✓
5.2 Outpatient mental health therapy	Mental health and wellbeing therapists' fees or recognised facility charges for outpatient mental health treatment .	✓
	Mental health and wellbeing therapists' fees for phone or video consultations.	✓
	Online therapy programme (as long as you use the online programme or service we guide you to).	✓
5.3 Outpatient mental health diagnostic tests	<p>Recognised facility charges for diagnostic tests if these are requested by your consultant psychiatrist as part of your outpatient mental health treatment. The cost of reporting the results is included in the charge for the diagnostic test.</p> <p>Need to know</p> <p>Outpatient MRI, CT and PET scans for mental health treatment are covered under benefit 1.5.</p>	✓
5.4 Day-patient and inpatient mental health treatment	<p>Need to know</p> <p>Your membership certificate shows the maximum number of days that your policy covers for day-patient or inpatient treatment for a mental health condition.</p>	
	Consultant psychiatrists' fees for mental health day-patient or mental health inpatient treatment .	✓
	<p>Recognised facility fees for day-patient or inpatient mental health treatment.</p> <p>Need to know</p> <p>Your policy covers the type of recognised facility charges listed as covered in benefit 3.</p> <p>Continued on the next page.</p>	✓

Benefit	Description	Cover
5.4 Day-patient and inpatient mental health treatment (continued)	Your policy covers one addiction treatment programme in each person's lifetime. This applies to all Bupa policies and health trusts we manage, which you've been covered by previously, are covered by now or become covered for in the future. Addiction treatment programme means treatment of substance related addictions or substance misuse, including detoxifications carried out as inpatient treatment or day-patient treatment .	

6. Treatment at home

Benefit	Description	Cover
6 Treatment at home	<p>Eligible treatment provided at home instead of inpatient treatment, day-patient treatment or chemotherapy as an outpatient as long as:</p> <ul style="list-style-type: none"> ■ your consultant recommends that you receive the treatment at home and continues to be in charge of your treatment ■ you'd need to have the treatment in a recognised facility for medical reasons if you didn't have it at home, and ■ a medical treatment provider needs to provide the treatment. <p>We need full details of your treatment at home from your consultant before it starts so that we can confirm whether it's covered.</p> <p>Your policy covers:</p> <ul style="list-style-type: none"> ■ consultants' fees for treatment at home as described in benefit 2, and ■ medical treatment providers' fees for treatment at home as described in benefit 3. <p>Need to know</p> <p>Outpatient therapies and diagnostic tests at home are covered under benefit 1 and not under this benefit.</p>	

7. Home nursing after private eligible inpatient treatment

Benefit	Description	Cover
7 Home nursing after private eligible inpatient treatment	<p>Home nursing immediately after private inpatient treatment as long as it:</p> <ul style="list-style-type: none"> ■ is for eligible treatment ■ is needed for medical reasons and not domestic or social reasons ■ starts immediately after you leave a recognised facility ■ is necessary and without it you would have to stay in the recognised facility ■ is provided by a nurse in your own home, and ■ is supervised by your consultant. <p>Before your home nursing starts, we need full details about your care from your consultant so we can confirm that it's covered.</p>	✓
	Home nursing provided by a community psychiatric nurse isn't covered.	✗

8. Private ambulance charges

Benefit	Description	Cover
8 Private ambulance	<p>Private road ambulance charges if you need private day-patient treatment or inpatient treatment and an ambulance is medically necessary for travel:</p> <ul style="list-style-type: none"> ■ to a recognised facility from your home, place of work, or an airport or seaport, ■ between recognised facilities if you need to move for inpatient treatment, or ■ from a recognised facility to your home. 	✓


9. Active Cover/Fit and Active Cover

This benefit option is unavailable to customers who don't already have it. Your **membership certificate** shows if you are covered for this benefit.

Benefit	Description	Cover
9 Active Cover/Fit and Active Cover	<p>Eligible treatment you need after your muscle, joint or bone condition has been diagnosed.</p> <p>Need to know</p> <p>Once your muscle, joint or bone condition has been diagnosed you're covered on the same basis as benefits:</p> <ul style="list-style-type: none"> ■ 'Outpatient consultations and treatment' (Benefit 1) ■ 'Consultants' fees for hospital treatment' (Benefit 2) ■ 'Hospital or clinic charges' (Benefit 3) ■ 'Home nursing after private eligible inpatient treatment' (Benefit 7) ■ 'Private Ambulance' (Benefit 8) ■ 'NHS cash benefit for NHS hospital inpatient treatment' (CB1). 	✓

10. Fitness Check

This benefit option is unavailable to customers who don't already have it. Your **membership certificate** shows if you are covered for this benefit.


Benefit	Description	Cover
10 Fitness Check	<p>One fitness check at a Bupa Health Centre is covered each year. This is an assessment of cardiovascular fitness, including a:</p> <ul style="list-style-type: none">■ range of tests■ fitness consultation with an exercise physiologist■ cardio-respiratory report, and■ health and fitness report with an action plan. <p>Need to know</p> <p>Contact us before booking a Fitness Check. It may not be appropriate for people with some medical conditions or who are taking some medications.</p>	




DA1. Dental allowance

The dental allowance is available to anyone covered on your policy and is described in 'Dental allowance' (benefit DA1).

How it works

- Visit bupa.co.uk/dental-care to find a practice near you. Or you can call or visit your local participating Bupa Dental Care practice.
- You can book your appointment with the participating Bupa Dental Care practice online or over the phone. There's no need to call us to pre-authorise your appointment or **restorative dental treatment**.
- Let the practice know that you have Bupa health insurance and give them your Bupa membership number.
- Instant claim: After your dental **treatment**, the receptionist will send us your claim and we'll pay the practice directly, up to your benefit **allowance**.

Benefit	Description	Cover
DA1 Dental allowance	<p>One dental appointment at a participating Bupa Dental Care practice for you and any dependant in each policy year is covered.</p> <p>The appointment can be for:</p> <ul style="list-style-type: none">■ a new patient examination,■ a routine check-up, or■ an emergency appointment. <p>Need to know</p> <p>Any clinically necessary X-rays will be included within the appointment.</p> <p>Continued on the next page.</p>	

Benefit	Description	Cover
DA1 Dental allowance (continued)	<p>Any clinically necessary restorative dental treatment that is needed following your dental appointment, is covered up to the allowance shown on your membership certificate.</p> <p>Need to know</p> <p>Any restorative dental treatment must also take place at a participating Bupa Dental Care practice and is only covered after your appointment at a participating Bupa Dental Care practice.</p> <p>When we say clinically necessary restorative dental treatment, we mean any restorative dental treatment, recommended by your Bupa dental professional that is needed.</p>	
	<p>The following dental and oral treatments aren't covered.</p> <ul style="list-style-type: none"> ■ Cosmetic treatment ■ Preventative hygienist appointments ■ Antibiotics, painkillers or other prescription charges ■ Anti-snoring devices ■ Dental consumables such as toothbrushes, mouthwash and dental floss ■ Dental injuries caused whilst participating in physical contact sport such as rugby or boxing ■ Dental treatment, care, or repair to gums, teeth, mouth or tongue in connection with mouth jewellery ■ Mouthguards ■ Replacement of dentures or a prosthetic appliance which have been lost or stolen ■ Self-inflicted dental injuries ■ Specialist consultations for restorative or orthodontic treatment ■ Surgical implant, bridge or denture for a tooth that was extracted before the dental allowance benefit began, or ■ Surgical implants, bridges or dentures when used to correct a pre-existing condition or pre-existing gap that occurred before your cover start date. This includes replacement of a surgical implant, bridge or denture that has previously been fitted for a tooth that was extracted before your policy began. 	
	<p>Any appointment or treatment that doesn't take place in a participating Bupa Dental Care practice isn't covered.</p>	

Cash benefits and health expenses benefits

You may be able to claim a payment for some types of **treatment**. Your **membership certificate** shows which (if any) of these apply to your policy and your **allowances**.

Need to know

Please contact us before your **treatment** so we can let you know how to claim.

Benefit	Description	Cover
CB1 NHS cash benefit for NHS hospital inpatient treatment	If you have free NHS inpatient treatment which would have been covered by your policy if you'd had it privately, you can claim NHS cash benefit for each night you stay in an NHS hospital . Need to know We don't pay this benefit (CB1) in addition to any other NHS cash benefit for treatment that takes place on the same date, apart from 'NHS cash benefit for oral drug treatment for cancer' (benefit CB2.3).	✓
	Any additional NHS hospital charges , such as the cost of an amenity room (a private room you pay for and which you receive NHS treatment in) aren't covered.	✗
	NHS cash benefit isn't paid when you are admitted to and discharged from hospital on the same date.	✗

Benefit CB2 NHS cash benefit for treatment for cancer

Benefit	Description	Cover
CB2.1 NHS cash benefit for NHS inpatient treatment for cancer	Cash benefit for each night you have free NHS inpatient treatment for cancer , which would have been covered by your policy if you'd had it as a private inpatient and which includes: <ul style="list-style-type: none"> ■ radiotherapy ■ chemotherapy ■ an operation for cancer ■ a blood transfusion, or ■ a bone-marrow or stem-cell transplant. Need to know We don't pay this benefit (CB2.1) in addition to any other NHS cash benefit for treatment that takes place on the same date, apart from 'NHS cash benefit for oral drug treatment for cancer' (benefit CB2.3).	✓
	Any additional NHS hospital charges , such as the cost of an amenity room (a private room you pay for and which you receive NHS treatment in), aren't covered.	✗

Benefit	Description	Cover
CB2.2 NHS cash benefit for NHS outpatient, day-patient and home treatment for cancer	<p>When you have any of the following outpatient, day-patient or home treatments free on the NHS, if they would have been covered by your policy if you'd had them privately, you can claim for:</p> <ul style="list-style-type: none"> ■ each day you have radiotherapy ■ each day you have chemotherapy, apart from oral chemotherapy, and ■ the day you have an operation for cancer that is eligible treatment for cancer. <p>Need to know</p> <ul style="list-style-type: none"> ■ We don't pay this benefit (CB2.2) in addition to any other NHS cash benefit for treatment that takes place on the same date, apart from 'NHS cash benefit for oral drug treatment for cancer' (benefit CB2.3). ■ This benefit is only paid once, even if you have more than one eligible treatment on the same day. 	✓
CB2.3 NHS cash benefit for oral drug treatment for cancer	<p>Cash benefit for each three-weekly period of treatment which is provided to you free by the NHS but which would have been covered by your policy if you'd had it as private treatment, during which you take:</p> <ul style="list-style-type: none"> ■ oral chemotherapy, or ■ oral anti-hormone therapy that isn't available from a GP. <p>Need to know</p> <p>This benefit is paid at the same time as other NHS cash benefits you may be eligible for.</p>	✓
CB2.4 Cash benefit for wigs or hairpieces	<p>Cash benefit for a wig or hairpiece if you lose your hair during eligible cancer treatment. This cash benefit is paid each time:</p> <ul style="list-style-type: none"> ■ a new cancer is diagnosed, or ■ a previous cancer comes back. <p>Need to know</p> <p>If 'NHS Cancer Cover Plus' (benefit 4.6) applies to your cover, we pay this cash benefit as set out in benefit 4.6.</p>	✓
CB2.5 Cash benefit for mastectomy bras	<p>Cash benefit for mastectomy bras and prostheses after an eligible mastectomy where a reconstruction isn't done at the same time. This cash benefit is paid once for each mastectomy operation.</p> <p>Need to know</p> <p>If 'NHS Cancer Cover Plus' (benefit 4.6) applies to your cover, we pay this cash benefit as set out in benefit 4.6.</p>	✓

Benefit CB3 Procedure-specific NHS cash benefit

Benefit	Description	Cover
CB3 Procedure-specific NHS cash benefit	<p>Cash benefit for some treatments provided to you free by the NHS that would otherwise have been covered if you'd had them privately.</p> <p>For information about the treatments this cash benefit is available for, please contact us or go to bupa.co.uk/pscb. These treatments may change from time to time.</p> <p>Need to know</p> <p>We don't pay this benefit (CB3) in addition to any other NHS cash benefit for treatment that takes place on the same date, apart from 'NHS cash benefit for oral drug treatment for cancer' (benefit CB2.3).</p>	✓




Add-ons

You can cancel these Add-ons at any time if they no longer meet your needs. This may change your premium. Please see 'How your cover can end' in the 'How your health insurance policy works' section.

A4 Dental Cover 20

Your **membership certificate** shows if you have Dental Cover 20.

Benefit	Description	Cover
Benefit A4.1 Dental Cover 20	<p>The maximum amounts up to which you can claim each policy year are shown on your membership certificate for:</p> <ul style="list-style-type: none"> ■ restorative dental treatment ■ dental injury treatment ■ emergency dental treatment ■ preventative dental treatment. 	✓
	<p>Emergency dental treatment is covered:</p> <ul style="list-style-type: none"> ■ when carried out during your initial appointment for the dental emergency, and ■ for the same dental emergency, one follow up appointment for medically necessary treatment to complete the emergency treatment that started during your initial appointment. <p>Need to know</p> <p>This benefit cannot be claimed if you're claiming for treatment as described in the exclusion 12 'Dental or oral treatment' under the exception.</p>	✓
	<p>Dental injury treatment resulting from an external impact which happened before your Dental Cover 20 Add-on cover started and happened outside the UK.</p> <p>Continued on the next page.</p>	✗

Benefit	Description	Cover
Benefit A4.1 Dental Cover 20 (continued)	<p>The following treatments aren't covered:</p> <ul style="list-style-type: none"> ■ treatment for any pre-existing condition ■ orthodontic treatment (dental treatment provided for the correction or prevention of malocclusion or any other irregular alignment or positioning of teeth) ■ surgical implants (any implant inserted into the jaw bone for the support or retention of crowns, bridges or dentures) ■ mouthguards ■ any dental treatment not normally provided by dental professionals in the UK ■ replacement prosthetic appliances: <ul style="list-style-type: none"> – which have been lost or stolen – which could have been repaired (except dentures) – if they've been fitted within the last five years ■ dental treatment resulting from or related to an injury which happened during a physical contact sport such as rugby or boxing ■ any dental treatment resulting from or related to a deliberate self-inflicted injury, or ■ antibiotics and painkillers or prescription charges. 	
Benefit A4.2 Oral Cancer Treatment (for Dental Cover 20 Add-on only)	Treatment is covered on the same basis as explained in Benefit 4.	
	Treatment isn't covered if the oral cancer was diagnosed before your Dental Cover 20 Add-on cover started (or any Bupa dental policy which included cover for oral cancer treatment).	

What isn't covered

This section explains the type of **treatment**, services and charges which aren't covered by your policy and the exceptions when cover is available. The 'What is covered' section of this policy guide, your **membership certificate** and any **confirmation of special conditions** will also show any **treatment** or conditions that aren't covered. This section does not apply to the 'Dental allowance' (benefit DA1).

Mental health treatment for, or relating to, **special conditions**, **pre-existing conditions** and **moratorium conditions** isn't covered. **Mental health treatment** which relates to anything else in this section is covered as explained in 'Mental health treatment' (benefit 5).

Exclusion	Description	Cover
1 Ageing, menopause and puberty	Treatment to relieve symptoms linked to the body's natural changes, such as ageing, menopause or puberty, and not due to any disease, illness or injury, isn't covered (for example, acne which is caused by natural hormonal changes).	✗
	Exception: eligible treatment of an acute condition that develops during menopause, such as heavy bleeding (menorrhagia) or urinary incontinence, is covered in line with the other policy terms.	✓
2 Accident and emergency treatment	Any accident and emergency treatment , including immediate care, provided by an NHS or private accident and emergency (A&E) department, urgent care or walk-in clinic isn't covered.	✗
	<p>Any urgent treatment or treatment you need immediately when you are admitted to hospital, including accommodation costs, isn't covered if you are admitted directly after and in connection with:</p> <ul style="list-style-type: none"> ■ attending an NHS or private A&E department, an urgent care centre or a walk-in clinic, or ■ a consultation with a GP or consultant. <p>Need to know</p> <p>After any urgent or immediate treatment has been completed, your policy may cover any further treatment you need. Please contact us and we can let you know how we can support you.</p> <p>Continued on the next page.</p>	✗

Exclusion	Description	Cover
2 Accident and emergency treatment (continued)	<p>Exception: day-patient or inpatient treatment, including immediate treatment, which directly follows a consultation with a consultant is covered if:</p> <ul style="list-style-type: none"> ■ you have been having eligible treatment with that consultant before the date of your day-patient treatment or inpatient treatment, and the day-patient treatment or inpatient treatment is related to the condition or treatment you have seen that consultant for, or ■ it is for mental health treatment. <p>We need full details of your treatment from your consultant before it starts so that we can confirm whether it's covered.</p> <p>Need to know</p> <p>Your policy doesn't cover any of your treatment costs if you're admitted straight into a critical care unit. Please see 'Intensive care' (exclusion 18).</p>	✓
3 Allergies, allergic disorders or food intolerances	<p>Treatment isn't covered once an allergic condition, disorder or food intolerance has been diagnosed. This includes tests to identify the exact allergen or food involved, or to desensitise or neutralise any allergic condition.</p>	✗
	<p>Exception: treatment to diagnose a suspected allergy or food intolerance is covered.</p>	✓
4 Benefits that are not covered or are above your allowances	<p>Treatment, services or charges that aren't listed as covered by your policy aren't covered.</p>	✗
	<p>Any costs above your allowances aren't covered.</p>	✗
5 Birth control, conception and sexual problems	<p>Treatment isn't covered for:</p> <ul style="list-style-type: none"> ■ contraception, sterilisation or termination of pregnancy ■ sexual problems (including impotence, whatever the cause), or ■ fertility treatment such as assisted reproduction, fertility investigations, IVF, surrogacy, harvesting of (collecting) donor eggs or donor sperm. 	✗

Exclusion	Description	Cover
<p>6 Chronic conditions</p>	<p>Treatment of chronic conditions isn't covered. By this, we mean a disease, illness or injury which has at least one of the following characteristics.</p> <ul style="list-style-type: none"> ■ It needs ongoing or long-term monitoring through consultations, examinations, check-ups or tests. ■ It needs ongoing or long-term control or relief of symptoms. ■ It needs rehabilitation or for you to be specially trained to cope with it. ■ It continues indefinitely. ■ It doesn't have a known cure. ■ It comes back or is likely to come back. <p>Your policy doesn't cover treatment for expected flare-ups of a chronic condition. This is because the treatment is part of the ongoing management of the condition. For example, conditions where symptoms come and go, such as inflammatory bowel disease. There may be times when symptoms are severe (a flare-up), followed by long periods when there are few or no symptoms (remission). These are called 'relapsing and remitting conditions' and aren't covered because the flare-ups are an expected part of the condition.</p> <p>Need to know</p> <p>Sometimes, it may not be immediately clear that the disease, illness or injury being treated is a chronic condition. Once a condition is confirmed as being chronic, your policy won't cover any further consultations, tests or treatment. If this happens during a hospital stay, we'll help you transfer to the NHS or you can arrange to pay for the treatment yourself.</p>	<p>✗</p>
	<p>Exception 1: your policy covers eligible treatment of unexpected acute symptoms of a chronic condition that flare up and don't need prolonged treatment, as long as the treatment is likely to quickly:</p> <ul style="list-style-type: none"> ■ lead to a complete recovery, or ■ get you back to how you were before the flare-up. <p>For example, treatment following a heart attack as a result of chronic heart disease is covered.</p>	<p>✓</p>
	<p>Exception 2: eligible treatment of cancer and mental health conditions is covered if your membership certificate shows you have cover for these. You can find details of the cover available in 'Cancer treatment' (benefit 4) and 'Mental health treatment' (benefit 5) in the 'What is covered' section of this guide.</p> <p>Please also see 'Temporary relief of symptoms' (exclusion 28) in this section.</p>	<p>✓</p>
<p>7 Treatment or medical conditions that are not covered, and their complications</p>	<p>Your policy doesn't cover:</p> <ul style="list-style-type: none"> ■ treatment or medical conditions that are excluded from your cover ■ treatment for complications of medical conditions that are excluded from your cover, or ■ treatment for complications from treatment that is excluded from your cover. 	<p>✗</p>

Exclusion	Description	Cover
8 Contamination, wars, riots and terrorist acts	<p>Treatment isn't covered for any condition directly or indirectly arising from:</p> <ul style="list-style-type: none"> ■ wars, riots, terrorist acts, civil disturbances or acts against any foreign hostility, whether or not war has been declared, or ■ chemical, biological, radioactive or nuclear contamination, including the effects of burning chemicals or nuclear fuel. 	✗
	<p>Exception: eligible treatment needed following a terrorist act is covered as long as the act doesn't cause chemical, biological, radioactive or nuclear contamination.</p>	✓
9 Convalescence, rehabilitation and general nursing care	<p>Accommodation isn't covered if it's mainly for:</p> <ul style="list-style-type: none"> ■ convalescence, rehabilitation, supervision or anything other than providing eligible treatment ■ general nursing care or other services which could be provided in a nursing home or anywhere else which isn't a recognised facility, or ■ services from a therapist, complementary medicine practitioner or mental health and wellbeing therapist. <p>Need to know</p> <p>This does not apply to addiction treatment programmes if they are covered by your policy under 'Mental health treatment' (benefit 5).</p>	✗
10 Cosmetic, reconstructive or weight-loss treatment	<p>Treatment isn't covered even if it's needed for medical or psychological reasons, if:</p> <ul style="list-style-type: none"> ■ it's to change your appearance, such as surgery to reshape your nose, a facelift or a breast enlargement ■ an intended result of the treatment is weight loss, whether this is a direct or indirect result and even if the treatment may cure or relieve other conditions or symptoms (for example, bariatric surgery) ■ it involves removing healthy (not diseased) or surplus tissue or fat (liposuction), such as breast reduction as treatment for backache or men's breast swelling (gynaecomastia), or ■ it's to reduce scarring, including keloid scars. 	✗
	<p>Exception 1: eligible treatment to remove a lesion is covered if:</p> <ul style="list-style-type: none"> ■ a biopsy shows, or a consultant believes, that the lesion is diseased ■ the lesion stops you from being able to see, smell or hear ■ the lesion causes pressure on your organs, or ■ the lesion stops you from being able to carry out activities of daily living. <p>Continued on the next page.</p>	✓

Exclusion	Description	Cover
10 Cosmetic, reconstructive or weight-loss treatment (continued)	Exception 2: eligible operations following an accident, eligible cancer surgery or eligible preventive surgery (prophylactic surgery) to restore the appearance of the affected part of your body are covered. This includes operations on a healthy breast to make its appearance match the other breast which has been reconstructed following cancer surgery. Once you've had initial eligible treatment to restore your appearance (including delayed operations), any repeat operations , reconstructions and further treatment to restore or amend your appearance aren't covered.	✓
11 Deafness	Treatment for or arising from deafness that is present from birth, or that develops due to maturing or ageing isn't covered.	✗
	Exception: treatment for deafness caused by an infection, injury or tumour is covered.	✓
12 Dental or oral treatment	Dental and oral treatment isn't covered. This includes: <ul style="list-style-type: none"> ■ fitting dental implants or dentures, or repairing or replacing damaged teeth, including crowns, bridges, dentures, or any other dental prosthesis ■ management of, or treatment for, jaw shrinkage or loss as a result of having teeth removed or gum disease, and ■ bone disease treatment for gum or tooth disease or damage. <p>Need to know</p> <p>This does not apply to 'Dental Cover 20' (A4) Add-on if it's included in your policy.</p>	✗
	Exception 1: if your policy includes cover for cancer treatment , we cover eligible treatment for oral cancer as set out in 'Cancer treatment' (benefit 4).	✓
	Exception 2: an eligible operation is covered if it is carried out by a consultant to: <ul style="list-style-type: none"> ■ treat a jawbone cyst, as long as it's not for a cyst or abscess on the tooth root, or any other tooth or gum disease or damage, or ■ surgically remove a complicated, buried or impacted tooth or root, which is causing infection or pain (such as an impacted wisdom tooth), as long as it's not to make space for dentures. 	✓
13 Dialysis	Treatment for or linked to kidney dialysis (haemodialysis and peritoneal dialysis) isn't covered.	✗
	Exception: eligible treatment for short-term kidney dialysis or peritoneal dialysis is covered if it's needed: <ul style="list-style-type: none"> ■ temporarily for sudden kidney failure caused by a disease, illness or injury affecting another part of your body, or ■ immediately before or after a kidney transplant. 	✓

Exclusion	Description	Cover
14 Outpatient drugs, dressings, complementary and alternative products	Drugs or surgical dressings provided or prescribed for outpatient treatment or for you to take home when you leave hospital or a treatment facility aren't covered.	✗
	Complementary or alternative therapy products aren't covered. This includes homeopathic remedies.	✗
	Exception: if your policy includes cover for cancer treatment, outpatient common drugs, advanced therapies and specialist drugs for eligible treatment of cancer are covered only as set out in 'Cancer treatment' (benefit 4).	✓
15 Unproven drugs and treatment	Treatment or procedures which are, in our reasonable opinion, unproven based on established medical practice in the UK aren't covered. This includes: <ul style="list-style-type: none"> ■ drugs used outside their licence or procedures which haven't been satisfactorily reviewed by NICE (National Institute for Health and Care Excellence), and ■ licensed advanced therapies for conditions other than cancer that haven't been tested in phase-3 clinical trials. 	✗
	Exception: unproven drug treatment for cancer is covered as long as: <ul style="list-style-type: none"> ■ it follows an unsuccessful initial licensed treatment ■ you speak regularly to our nurses, so we can support you and monitor your treatment, and ■ it has been agreed by a multidisciplinary team (MDT) which meets the NHS Cancer Action Team standards. <p>Before we can confirm the treatment is covered we'll need a detailed MDT report, including evidence that there are published phase-3 clinical trial results for the drug showing that it's safe and effective for your condition. Please contact us for more information or ask your consultant to contact us.</p>	✓
16 Eyesight	Treatment to correct your eyesight (for example, long or short sight) or treatment for poor sight due to ageing isn't covered. Glasses or contact lenses aren't covered.	✗
	Laser-assisted cataract surgery isn't covered.	✗
	Exception 1: eligible treatment for your sight is covered if it's needed as a result of an injury or an acute condition , such as a detached retina.	✓
	Exception 2: eligible treatment for cataract surgery performed using ultrasonic emulsification is covered.	✓

Exclusion	Description	Cover
17 Epidemic or pandemic disease	<p>Treatment for or arising from an epidemic or pandemic isn't covered.</p> <p>Need to know</p> <p>Epidemic means significantly more cases of an illness, specific health-related behaviour or other health-related events in a community or region than would normally be expected (unless the World Health Organization provides another definition). Pandemic means the worldwide spread of a disease with epidemics in many countries and most regions of the world.</p>	✗
18 Intensive care	<p>Intensive care isn't covered if:</p> <ul style="list-style-type: none"> ■ it follows a transfer from a private recognised facility to an NHS hospital ■ it follows a transfer from an NHS critical care unit to a private one ■ it's not carried out in a critical care unit, or ■ you go straight into a critical care unit when you're admitted to hospital, for example, following: <ul style="list-style-type: none"> – an NHS transfer to a recognised facility – an outpatient consultation – a GP referral – return to the UK (repatriation), or – transferring from one private facility to another. 	✗
19 Learning difficulties, behavioural and development conditions	Treatment for learning difficulties, such as dyslexia isn't covered.	✗
	Treatment for behavioural conditions, such as attention deficit hyperactivity disorder (ADHD) and autistic spectrum disorder (ASD) isn't covered.	✗
	Treatment for development conditions such as shortness of stature isn't covered.	✗
20 Overseas treatment	Treatment you have outside of the UK isn't covered.	✗
	<p>Exception: if treatment for your condition isn't available in the UK but would have been eligible treatment if it were available in the UK, your policy will cover up to the cost of the standard alternative treatment which is routinely available in the UK. You'll need to pay the difference between the cost of treatment abroad and the cost of the standard alternative treatment which is routinely available in the UK. We need full details of the treatment from your consultant before it starts, including confirmation that the treatment is not available in the UK, so that we can confirm whether we'll pay towards it.</p> <p>Need to know</p> <p>If we agree to pay towards your treatment abroad, you'll need to pay for it yourself and send us your receipts so we can pay your claim up to the cost of the standard alternative treatment which is routinely available in the UK. Please also see 'Unproven drugs and treatment' (exclusion 15) in this section.</p>	✓

Exclusion	Description	Cover
21 Physical aids and devices	Treatment for supplying or fitting physical aids and devices isn't covered. This includes hearing aids, glasses, contact lenses, crutches and walking sticks.	✗
	Exception 1: recognised facility charges for prostheses or appliances that are needed as part of outpatient treatment , day-patient treatment or inpatient treatment are covered as set out in 'Outpatient therapies and other outpatient charges' (benefit 1.2) and 'Prostheses and appliances' (benefit 3.7).	✓
	Exception 2: the costs of maintaining, refitting or replacing a prosthesis or appliance which was fitted as part of eligible treatment are covered if you have acute symptoms that directly relate to the prosthesis or appliance , as set out in 'Prostheses and appliances' (benefit 3.7).	✓
22 Pre-existing conditions, special conditions and moratorium conditions	Your membership certificate shows the type of underwriting that applies to your policy.	
	For full medical underwriting policies: <ul style="list-style-type: none"> ■ treatment of pre-existing conditions isn't covered (this includes any special conditions listed on any confirmation of special conditions we send you), and ■ treatment of any disease, illness or injury resulting from pre-existing conditions or special conditions isn't covered. 	✗
	For moratorium and moratorium switch policies treatment of any disease, illness or injury resulting from a moratorium condition isn't covered.	✗
	Exception: treatment of a moratorium condition is covered if, at any time: <ul style="list-style-type: none"> ■ you don't receive any medication for, and ■ you don't ask for or receive any medical advice or treatment for, and ■ you don't have symptoms of that moratorium condition for a period of two consecutive years after your moratorium start date .	✓
	Need to know If you have a special condition on your policy and you're unlikely to need treatment for it in the future, you can ask us to review it when your policy is due to renew. We'll let you know if we can and whether it can be covered in the future. We'll need a medical report from your doctor. If there is a charge for the medical report, you'll need to pay this as it isn't covered by your policy.	

Exclusion	Description	Cover
23 Pregnancy and childbirth	Treatment isn't covered for: <ul style="list-style-type: none"> ■ pregnancy, including treatment of an embryo or foetus ■ childbirth (including delivery of a baby by caesarean section), or ■ termination of pregnancy, or any condition resulting from this. 	✗
	Exception 1: eligible treatment of the conditions below, including complications following them, is covered. <ul style="list-style-type: none"> ■ Miscarriage ■ Stillbirth ■ Abnormal cell growth in the womb (hydatidiform mole) ■ Foetus growing outside the womb (ectopic pregnancy) ■ Heavy bleeding immediately after childbirth (post-partum haemorrhage) ■ Part of the afterbirth being left in the womb after having a baby (retained placental membrane). 	✓
	Exception 2: eligible treatment of an acute condition of the mother that relates to pregnancy or childbirth is covered as long as: <ul style="list-style-type: none"> ■ it's needed to treat a flare-up, and ■ it's likely to lead to a quick and complete recovery of the mother or restore her to how she was before the condition flared up, without needing prolonged treatment. 	✓
24 Screening, monitoring and preventive treatment	Health checks and screening aren't covered. Health screening is where you may or may not know that you're at risk of, or affected by, a disease or its complications, and answer questions or have tests to find out if you are.	✗
	Routine tests or monitoring of medical conditions isn't covered. This includes: <ul style="list-style-type: none"> ■ antenatal care or screening of the mother or foetus during pregnancy ■ checks or monitoring of chronic conditions such as diabetes mellitus or high blood pressure (hypertension), and ■ tests or procedures which, in our reasonable opinion based on established clinical and medical practice, are for screening or monitoring (for example, an endoscopy, when you don't have any symptoms). 	✗
	Preventive treatment , procedures or medical services aren't covered. This includes: <ul style="list-style-type: none"> ■ vaccinations, and ■ medication reviews and appointments where there's no change in your usual symptoms. Continued on the next page.	✗

Exclusion	Description	Cover
24 Screening, monitoring and preventive treatment (continued)	<p>Exception 1: genetic tests to measure your future risk of cancer are covered if:</p> <ul style="list-style-type: none"> ■ you have cover for cancer ■ you're being treated for cancer ■ you have a strong direct family history of cancer, and ■ your consultant recommends the test. <p>We'll need full details of your treatment from your consultant before it starts so that we can confirm whether it's covered.</p>	✓
	<p>Exception 2: if an eligible genetic test shows your risk of developing more cancers is high, preventive surgery (prophylactic surgery) recommended by your consultant is covered. Reconstructive surgery following eligible preventive surgery is also covered, as described in 'Cosmetic, reconstructive or weight-loss treatment' (exclusion 10 under exception 2 in the 'What isn't covered' section).</p>	✓
	<p>Exception 3: if you have cancer cover, eligible treatment to monitor cancer, is covered as described in 'Outpatient consultations for cancer' (benefit 4.1 in the 'What is covered' section) and 'Outpatient diagnostic tests for cancer' (benefit 4.4 in the 'What is covered' section).</p>	✓
25 Sleep problems	<p>Treatment for or needed as a result of sleep problems such as insomnia, snoring or sleep apnoea (temporarily stopping breathing during sleep) isn't covered.</p>	✗
26 Speech and language disorders	<p>Treatment for, or relating to, developmental speech, language and communication difficulties, including stammering isn't covered.</p>	✗
	<p>Exception 1: short-term speech therapy provided by a therapist is covered when it's part of eligible treatment and takes place during or immediately after it.</p>	✓
	<p>Exception 2: up to 12 sessions of speech therapy is covered for acute symptoms of glue ear which affect speech development.</p>	✓
27 Gender dysphoria or gender affirmation	<p>Treatment for gender dysphoria or gender affirmation isn't covered.</p>	✗
28 Temporary relief of symptoms	<p>Treatment which is mainly to temporarily relieve symptoms or is for the ongoing management of a condition isn't covered.</p> <p>Continued on the next page.</p>	✗

Exclusion	Description	Cover
28 Temporary relief of symptoms (continued)	<p>Exception: up to 21 days of treatment to support your end-of-life care for a terminal illness is covered if:</p> <ul style="list-style-type: none"> ■ it's needed as part of your care plan ■ your consultant tells you that the ongoing treatment will be to support your end-of-life care, and ■ you're no longer receiving treatment to stop or improve the illness. <p>Treatment can take place in a recognised facility or in another location of your choice, such as your home. The treatment must be provided by services registered with the CQC (Care Quality Commission).</p> <p>This treatment is covered on the same basis as 'Consultants' fees for hospital treatment' (benefit 2.1) and 'Staying in hospital' (benefit 3.2). This benefit can only be claimed once.</p>	✓
29 Unrecognised healthcare professionals, hospitals and clinics	<p>We don't cover any of your treatment costs, from any consultants, healthcare professionals, hospitals or clinics, if your treatment is provided under the care or supervision of a consultant who isn't recognised by us for:</p> <ul style="list-style-type: none"> ■ treating the medical condition you have, or ■ providing the treatment you need. <p>This includes treatment provided under the care or supervision of consultants who are not in our open-referral network, if your cover option is guided care.</p>	✗
	<p>We don't cover any part of your treatment costs for day-patient or inpatient treatment that takes place in a hospital or clinic that isn't included in the facility access list that applies to your policy or isn't recognised for the type of treatment you need or treating the medical condition you have.</p>	✗
	<p>We don't cover any treatment costs from consultants, healthcare professionals, hospitals or clinics that aren't recognised by us for the type of treatment you need or medical condition you have.</p>	✗
	<p>Exception: if, for medical reasons, your day-patient or inpatient treatment can't take place in a recognised facility, we may cover your treatment somewhere else. We need full details of your treatment from your consultant before it starts so that we can confirm whether it's covered.</p>	✓
30 Advanced therapies and specialist drugs	<p>Any gene therapy, somatic-cell therapy and tissue engineered medicines that aren't on the list of advanced therapies that applies to your cover aren't covered. You can find the list of advanced therapies at bupa.co.uk/policyinformation.</p>	✗
	<p>Any drugs or medicines which the recognised facility charges separately for that aren't common drugs or specialist drugs aren't covered.</p>	✗

Exclusion	Description	Cover
31 Leg varicose veins	<p>Only one operation on each leg for varicose veins is covered in each person's lifetime (both legs treated on the same day counts as one operation on each leg). Any further operations for varicose veins aren't covered.</p> <p>Need to know</p> <p>This applies to each person's lifetime, and includes operations provided under all Bupa policies and health trusts we manage, which you've been covered by previously, are covered by now or become covered by in the future.</p>	<p>✗</p>
	<p>Exception: the following treatment for leg varicose veins is covered.</p> <ul style="list-style-type: none"> ■ If you still have symptoms following an operation for varicose veins, we cover a single sclerotherapy treatment within six months of your operation. ■ Any eligible consultations and diagnostic tests needed for your operation. 	<p>✓</p>

How your health insurance policy works



Eligibility

To be eligible for this cover you and your **dependants** must:

- live in the **UK** for six months or more each **year**
- at the **cover start date** have been registered continuously with a **GP** for at least six months, or have access to and be able to provide your and their full medical records in English, and
- not receive payment for taking part in sports.

The agreement between you and us

When you pay us premiums, we'll provide you and your **dependants** with cover under the terms of our **agreement**.

Only the **main member** and **Bupa** have legal rights under our **agreement**. Anyone covered on your policy has access to our complaints process (please see 'Making a complaint' in this section).

This **agreement** is governed by English law.

Premiums and other charges

You must pay premiums (including Insurance Premium Tax (IPT)) in advance for your cover. Bupa Insurance Services Limited (BISL) acts as our agent for arranging and administering your policy. Premiums are collected by BISL as our agent for the purpose of receiving, holding and refunding premiums and making claims payments. If the IPT rate changes or any new taxes or charges are introduced, we'll change the amount of the premiums you have to pay.

The documents that set out your cover

There are three documents which set out full details of how your health insurance works under the **agreement**.

- This policy guide which contains details about the general cover for you and anyone else on your policy.
- Your **membership certificate** which shows your specific cover and **allowances** when your cover starts and ends, the premiums you'll pay and is personal to you.
- A **confirmation of special conditions** (if any apply), which we will send to the **main member** or to the **dependant** covered by the policy (if they are aged 16 or over).

Although these are separate documents, you should read them together as a whole. Each **year**, we'll send you a **membership certificate** and a policy guide, both of which apply from your latest **cover start date**.

Need to know

This policy guide contains all the possible cover available under Bupa By You health insurance. Your **membership certificate** shows the cover that you have selected. This means you may not have all the cover set out in this policy guide.

Paying for treatment

Your policy pays for **treatment** you have while you're covered under the **agreement**. We only pay **benefits** in line with the cover that applies to you on the date the **treatment** takes place. We don't cover any **treatment** that takes place after the date your cover ends, even if we've pre-authorized it.

When you receive private medical **treatment** you have a contract with the providers of your **treatment**. You are responsible for the costs of having private **treatment**. However, we pay the costs that are covered under your policy. If your **treatment** isn't covered under your policy, you'll be responsible for paying the costs of that **treatment** to your treatment provider.

We don't provide private **treatment** or any other clinical services that are covered by your policy. In many cases we have agreements with **consultants**, healthcare professionals, hospitals and clinics for how much they charge our customers for **treatment** and how we pay them. We'll usually pay the **consultant**, healthcare professional, hospital or clinic direct for your **treatment**. Otherwise, we'll pay the **main member**. We'll write to the **main member** or to their **dependant** who is having **treatment** (if they are aged 16 or over), if there is an amount for them to pay in relation to any claim (for example, if they have to pay an excess) to explain how much and who to pay.

Changes to lists

If we tell you that a list may change (for example, a list of recognised services, **treatments** or facilities), we will only change it for one or more of the following reasons.

- We are required to make a change under any industry code, law or regulation that applies.
- A contract (for example, with a treatment provider) ends or is amended by a third party for any reason.
- We decide to end or amend a contract (for example, because of quality concerns or changes to the facilities or specialist services provided).
- To make sure we are providing a balanced service – for example, we may need to add or remove treatment providers if we find that services in some areas of the **UK** are no longer in line with similar **treatments** or services (in terms of effectiveness or cost) or are not in line with accepted standards of medical practice.
- A new service, **treatment** or facility is available.

The lists we may change include the following.

- **Advanced therapies**
- **Appliances**
- **Complementary medicine practitioners**
- **Consultants**
- **Critical care units**
- **Fee-assured consultants**
- **Medical treatment providers**
- **Mental health and wellbeing therapists**
- **Open-referral network consultants**
- **Prostheses**
- **Recognised facilities**
- **Schedule of procedures**
- **Specialist drugs**
- **Therapists.**

Please note, we cannot guarantee that any facility, practitioner or **treatment** on one of our lists will be available.

When your cover starts, renews and ends

Starting your cover

You can find your **cover start date** on your **membership certificate**. This applies to you and your **dependants**. Your **cover start date** and your **dependants' cover start date** may be different.

Renewing your cover

Your **agreement** is for one year's insurance. Your cover will renew automatically each **year** (subject to the section 'Our right to cancel your cover' below) as long as you continue to pay your premiums and any other charges, unless we decide to close Bupa By You Health Insurance. If this applies, we'll write to let you know at least 28 days before your **renewal date**.

How your cover can end

The **main member** can end their cover (and the cover of anyone else included on the policy) at any time by calling us on **0345 609 0777**, writing to us or emailing us at **consumer.cancellations@bupa.com** (we may record or monitor phone calls).

We'll refund any premiums you've paid for the period after your cover ends.

If you cancel your cover or your **dependants' cover** within 21 days of receiving your policy documents or your **cover start date**, whichever date is later and you or your **dependants** haven't claimed during this period, we'll refund all the premiums you've paid in respect for your and their cover for that **year**.

Our right to cancel your cover

We may cancel your cover, and your **dependants'** cover (as applicable) if:

- You don't pay your premiums, or any other payments you have to make on or before the date they're due.
- You or any of your **dependants** stop living in the **UK** for six months or more each **year**, or permanently stop living in the **UK** (you must let us know if you or your **dependants** stop living in the **UK** as we may not be able to provide and service your cover effectively, including in relation to making claims payments).
- We don't have the correct address for you, and we're unable to confirm it after using reasonable efforts to do so. As we won't be able to confirm that you still need cover, we'll cancel your policy at renewal.
- You die.

We can cancel or refuse to renew a **main member's** or a **dependant's** cover if, in our reasonable opinion, our relationship with that **main member** or **dependant** has broken down. For example:

- being abusive to our staff or healthcare providers
- issuing court proceedings entirely without merit
- any action which leads us to believe you won't act in good faith in your dealings with us.

Need to know

If the **main member's** cover ends for any reason, the cover for any **dependants** will also end.

If you break the terms of your cover

We do not have to pay a claim if you or a **dependant** break any of the terms and conditions of your cover, which are related to the claim. If there is reasonable evidence that you or a **dependant** didn't take reasonable care answering our questions correctly (for example, you gave false information or kept important information from us) the following will apply.

- If this was intentional, we may treat your or your **dependant's** (or both of your) cover as if it never existed and not pay any claims and we may keep any premiums you have paid.
- If this was careless, depending on what we would have done if you or they had answered our questions correctly, we may treat your or your **dependant's** (or both of your) cover as if it never existed and refuse to pay all claims, change your or their cover, or reduce any claim payment we make. (If we refuse to pay all claims, you may need to repay any claims we've already paid, and we'll return any premiums you've paid for your or your **dependant's** cover.)

Making changes to your policy

At your **renewal date** the **main member** can ask us to:

- add, remove or change an excess
- remove any Add-ons
- change any of your cover options.

We'll let you know if we can make the change(s) you request and whether your premium will change.

We'll write to the **main member** to confirm any changes and the date they start.

The **main member** can ask us to give someone else permission to make changes to the policy on their behalf.

The **main member** can add **dependants** to the policy and remove any Add-ons at any time. If you cancel your Add-ons or your **dependants'** Add-ons within 21 days of receiving your policy documents, or your **cover start date**, whichever date is later and you haven't claimed during this period, we'll refund all the premiums you've paid in respect of your and their cover for that **year** that relate to these Add-ons. After this period the **main member** can end your Add-ons at any time and we'll refund any premiums you've paid for that related to the period after your cover ends.

Changes your authorised signatory can make

If the **main member** has agreed with us that someone else has the authority to make changes to their cover, then that person can make changes to the level of cover or **benefits** of anyone included under your policy as if they were the **main member**. However only the **main member** can end the cover or add or remove **dependants**.

Other parties

No other person is allowed to make or confirm any changes to your policy or your **benefits** on our behalf or decide not to enforce any of our rights. Equally, no change to your policy or your **benefits** will be valid unless it is specifically agreed between the **main member** (or the authorised signatory) and us and, confirmed in writing.

Changes we can make

We can change these terms, the premiums, any discount or preferential rates and the cover available to you and your **dependants** or other policy terms, at your **renewal date**. If we make any changes, we'll write to let you know at least 28 days before the **renewal date**. If you don't accept any of the changes you can cancel your Bupa By You health insurance policy within 28 days of the date on which the change takes effect, or 28 days of **Bupa** letting you know about the change, whichever is later.

General information

Change of address

The **main member** should let us know if you change your address or you or any of your **dependants** stop living in the **UK** for six months or more each **year** or permanently stop living in the **UK**.

Documents and communications

We'll send:

- policy documents to the **main member**
- a **confirmation of special conditions** (if any apply) to the **main member** or to the **dependant** (if they are aged 16 or over)
- all claims correspondence to the **main member** or to the **dependant** having **treatment** (if they are aged 16 or over)
- copies of any original documents you send us if you ask us for the documents back (because we can't return the originals), and
- an invitation to create a **Bupa** digital account if you or anyone covered who is aged 16 or over gives us their email address.

Private Healthcare Information Network

You can get independent information about the quality and cost of private **treatment** available from doctors and hospitals from the Private Healthcare Information Network (www.phin.org.uk).

How to complain



We work hard to provide a great service to our customers, but occasionally things can go wrong and when this happens we'll do our best to put things right quickly.

How to get in touch

Call us on your **Bupa** helpline number, which you can find on your **membership certificate**, or call our Customer Relations team on **0345 606 6739** between 9am and 5pm, Monday to Friday. We may record or monitor phone calls.

Chat to us online at bupa.co.uk/complaints.

Email us at customerrelations@bupa.com (please include your membership number).

If you need to send us sensitive information you can email us using Egress, which is a free secure email service. Visit switch.egress.com.

Write to us at **Customer Relations, Bupa, Bupa Place, 102 The Quays, Salford M50 3SP**.

If we can't resolve your complaint straight away, we'll email or write to you within five business days to explain the next steps.

You may be able to refer your complaint to the Financial Ombudsman Service for a free, independent and impartial review.

You can:

- visit financial-ombudsman.org.uk
- call them on **0800 023 4567**, or
- email them at complaint.info@financial-ombudsman.org.uk.

If you refer your complaint to the Financial Ombudsman Service, they will ask for your permission to access information about you and your complaint. We will only give them information that is necessary to investigate your complaint, but this may include medical information. If you're concerned about this, please contact us.

The Financial Services Compensation Scheme (FSCS)

In the unlikely event that we can't meet our financial obligations, you may be entitled to compensation from the Financial Services Compensation Scheme. This will depend on the type of business and the circumstances of your claim. The FSCS may arrange to transfer your policy to another insurer, provide a new policy or, if appropriate, pay compensation. You can get more information at www.fscs.org.uk or by calling the FSCS on **0800 678 1100** or **020 7741 4100**.

What some of the words and phrases in this guide mean

Wherever the following words and phrases appear in this guide in bold type, they have the meanings shown below.

Word or phrase	Meaning
Activities of daily living	<ul style="list-style-type: none">■ Being able to move from one place to another to carry out day-to-day activities.■ Having a shower or bath.■ Feeding yourself.■ Maintaining personal hygiene (for example, brushing your teeth, washing your hands and washing your hair).■ Going to the toilet.■ Being able to work or take part in education.
Acute condition	A disease, illness or injury that is likely to respond quickly to treatment which aims to return you to the state of health you were in immediately before suffering the disease, illness or injury, or which leads to your full recovery.
Advanced Therapies	<p>Gene therapy, somatic-cell therapy or tissue-engineered medicines which:</p> <ul style="list-style-type: none">■ the UK medicines regulator has classified as advanced therapy medicinal products (ATMPs) to be used as part of your eligible treatment, and■ at the time of your eligible treatment are included (with the medical conditions we cover them for) on the list of advanced therapies that applies to your benefits, as shown on your membership certificate under the heading 'Advanced therapies list'. <p>The list of advanced therapies that applies to your benefits is available at bupa.co.uk/policyinformation, or you can contact us. The advanced therapies on the list will change from time to time.</p>
Agreement	The agreement between the main member and us to provide cover for you and your dependants (if any) as set out in this policy guide.
Allowances	The financial allowances of your benefits , as shown on your membership certificate .
Appliances	Any medical appliances which are on our appliance list for your cover when you have your treatment . You can find the list at bupa.co.uk/prostheses-and-appliances .
Benefits	The benefits you're covered for, as listed on your membership certificate .
Bupa	Bupa Insurance Limited. Registered in England and Wales with registration number 3956433. Registered office: 1 Angel Court, London EC2R 7HJ
Cancer	A malignant tumour, tissues or cells characterised by the uncontrolled growth and spread of malignant cells and invasion of tissue.

Word or phrase	Meaning
Chemotherapy	Systemic anti- cancer therapies (SACT), not including anti-hormone therapies. SACT are used to destroy cancer cells or stop them growing and spreading.
Chronic condition	<p>A disease, illness or injury which has one or more of the following characteristics:</p> <ul style="list-style-type: none"> ■ It needs ongoing or long-term monitoring through consultations, examinations, check-ups or tests. ■ It needs ongoing or long-term control or relief of symptoms. ■ It requires rehabilitation or for you to be specially trained to cope with it. ■ It continues indefinitely. ■ It has no known cure. ■ It comes back or is likely to come back.
Common drugs	Commonly used medicines (such as antibiotics and painkillers) which, in our reasonable opinion based on established clinical and medical practice, should be an essential part of your eligible treatment .
Complementary medicine practitioner	An acupuncturist, chiropractor or osteopath who is recognised by us. You can search for a complementary medicine practitioner at finder.bupa.co.uk or contact us.
Confirmation of special conditions	The most recent confirmation of special conditions we send to the main member or to anyone covered under the policy who the special condition applies to (if they are aged 16 or over). We only send confirmation of special conditions if a special condition applies.
Consultant	<p>A registered medical healthcare professional who, when you have your treatment is:</p> <ul style="list-style-type: none"> ■ recognised by us as a consultant ■ recognised by us for treating your condition and providing the type of treatment you need, and ■ on our list of recognised consultants, which applies to your policy. <p>You can search for a consultant at finder.bupa.co.uk or contact us.</p>
Cover end date	<p>The date when your current cover ends. This is either:</p> <ul style="list-style-type: none"> ■ the 'Cover end date' on your membership certificate, or ■ if there is no cover end date shown, the day before your policy renews.
Cover start date	The date when your current cover starts – this is shown as the 'Cover start date' on your membership certificate .
Critical care unit	<p>Any intensive care unit, intensive therapy unit, high dependency unit, coronary care unit or progressive care unit which is recognised by us, at the time of your treatment, for the type of intensive care that you need.</p> <p>You can search for a critical care unit at finder.bupa.co.uk or contact us.</p>
Day patient	A patient who is admitted to a hospital, treatment facility or day patient unit because they need a period of medically supervised recovery, but who does not occupy a bed overnight.

Word or phrase	Meaning
Day-patient treatment	Eligible treatment you have as a day patient .
Dental injury treatment	Dental treatment required as a direct result of injury caused by an external impact.
Dental professional	A dental professional who is registered with the General Dental Council.
Dependant	Your partner or any child you or your partner is responsible for and who is covered under your policy and named on your membership certificate .
Diagnostic tests	Investigations, such as X-rays or blood tests, to find or to help to find the cause of your symptoms.
Effective underwriting date	<p>If your underwriting type is 'full medical underwriting', the effective underwriting date is the date you started your continuous period of cover under the policy. This is the date shown as the 'Effective underwriting date' on your membership certificate.</p> <p>If you joined from a previous policy and we have agreed that you continue with your original previous policy start date, your effective underwriting date is the date of underwriting provided by the insurer or administrator of your previous policy.</p> <p>If you're not sure of your effective underwriting date, contact us and we'll tell you it.</p>
Eligible treatment	<p>Treatment (including any products and equipment used as part of the treatment) of an acute condition, cancer or a mental health condition, that is:</p> <ul style="list-style-type: none"> ■ consistent with generally accepted standards of medical practice and best practice in the medical profession in the UK (for example, as specified by the National Institute for Health and Care Excellence (NICE), or equivalent bodies in Scotland) ■ clinically appropriate, in terms of the facility or location where the services are provided and the type, frequency, extent and duration of treatment ■ demonstrated through scientific evidence to be effective in improving health outcomes ■ not provided or used mainly for the convenience or financial (or other) advantage of you, your consultant or another healthcare professional, and ■ not excluded from your benefits.
Emergency dental treatment	Dental treatment provided by a dental professional at your emergency appointment for the relief of pain, an inability to eat or any acute dental condition which is an immediate and serious threat to your general health. This includes prescription charges.
Essential Access	<p>A hospital or treatment facility, centre or unit that is on our Essential Access list that applies to your policy and is recognised by us for:</p> <ul style="list-style-type: none"> ■ treating your medical condition, and ■ carrying out the type of treatment you need. <p>The hospitals, treatment facilities, centres or units in these lists and the medical conditions and types of treatment we recognise them for will change from time to time. You can search for one at finder.bupa.co.uk.</p>

Word or phrase	Meaning
Extended Choice	<p>A hospital or treatment facility, centre or unit that is on our Extended Choice list that applies to your policy and is recognised by us for:</p> <ul style="list-style-type: none"> ■ treating your medical condition, and ■ carrying out the type of treatment you need. <p>The hospitals, treatment facilities, centres or units in these lists and the medical conditions and types of treatment we recognise them for will change from time to time. You can search for one at finder.bupa.co.uk.</p>
Extended Choice with Central London	<p>A hospital or treatment facility, centre or unit that is on our Extended Choice with Central London list that applies to your policy and is recognised by us for:</p> <ul style="list-style-type: none"> ■ treating your medical condition, and ■ carrying out the type of treatment you need. <p>The hospitals, treatment facilities, centres or units in these lists and the medical conditions and types of treatment we recognise them for will change from time to time. You can search for one at finder.bupa.co.uk.</p>
Facility access	<p>The network of recognised facilities which you're covered for, as shown on your membership certificate.</p>
Fee-assured consultant or healthcare professional	<p>A consultant or other healthcare professional recognised by us, who is on the fee-assured list. They won't send you any extra bills for treatment and care as long as it's covered by your policy and the costs are within your allowances. You can search for a fee-assured consultant or healthcare professional at finder.bupa.co.uk or contact us. The list may change from time to time.</p>
Gender dysphoria	<p>When someone has a sense of unease because of a mismatch between their biological sex (the sex they were assigned at birth) and the gender they identify with.</p>
GP	<p>A doctor who refers you for a consultation or treatment and who is on the UK General Medical Council's General Practitioner Register.</p>
Home	<p>The place where you normally live or another non-healthcare setting where you have your treatment.</p>
Inpatient	<p>A patient who is admitted to a hospital or treatment facility and who occupies a bed overnight (or for longer) for medical reasons.</p>
Inpatient treatment	<p>Eligible treatment you have as an inpatient.</p>
Intensive care	<p>Eligible treatment for intensive care, intensive therapy, high dependency care, coronary care or progressive care.</p>
Main member	<p>The person named as the main member on the membership certificate. The term main member doesn't include any dependants.</p>
Medical treatment provider	<p>A person or company recognised by us as a medical treatment provider for the type of treatment at home that you need. The list of medical treatment providers and the type of treatment we recognise them for will change from time to time. You can search for details of these providers at finder.bupa.co.uk.</p>

Word or phrase	Meaning
Membership certificate	The most recent membership certificate we send you for your cover.
Mental health and wellbeing therapist	<p>A healthcare professional recognised by us who is:</p> <ul style="list-style-type: none"> ■ a psychologist registered with the Health and Care Professions Council ■ a psychotherapist accredited with UK Council for Psychotherapy, the British Association for Counselling and Psychotherapy, or the British Psychoanalytic Council ■ a counsellor accredited with the British Association for Counselling and Psychotherapy, or the National Counselling and Psychotherapy Society, or ■ a cognitive behavioural therapist accredited with the British Association for Behavioural and Cognitive Psychotherapies. <p>You can search for a recognised mental health and wellbeing therapist at finder.bupa.co.uk.</p>
Mental health condition	An illness or condition which a reasonable medical authority considers to be a mental health condition (for example, anxiety or depression).
Mental health treatment	Eligible treatment as set out in benefit 5 'Mental health treatment' in the 'What is covered' section of this guide.
Moratorium condition	<p>Any condition, disease, illness or injury (including related conditions), whether diagnosed or not, which you:</p> <ul style="list-style-type: none"> ■ asked for or received medical advice, treatment or medication for, or ■ had symptoms of or knew existed <p>in the five years immediately before your moratorium start date.</p> <p>By a related condition we mean any symptom, condition, disease, illness or injury which in our reasonable medical opinion, is associated with another symptom, disease, illness or injury.</p>
Moratorium start date	If you're covered by a moratorium policy, the moratorium start date is the date you started your continuous period of cover under the policy. This is the date shown as the 'Moratorium start date' on your membership certificate . If the moratorium start date isn't shown on your membership certificate , it will be your cover start date shown on the first membership certificate we sent you. If you had a moratorium underwriting policy with us or another insurer before joining this policy, and we have agreed to continue your cover from the start date of your previous policy , your moratorium start date will be your original moratorium start date from your previous policy . If you're not sure of your moratorium start date, contact us and we'll tell you it.
NHS	<ul style="list-style-type: none"> ■ The National Health Service in Great Britain and Northern Ireland. ■ The healthcare system that is operated by the relevant authorities of the Channel Islands. ■ The healthcare scheme that is operated by the relevant authorities of the Isle of Man.
Nurse	A qualified nurse who is on the register of the Nursing and Midwifery Council (NMC) and holds a valid NMC personal identification number.

Word or phrase	Meaning
Operation	Eligible treatment that is a medical procedure. This includes surgery and complex diagnostic procedures (such as an endoscopy) and all associated treatment that is medically necessary.
Oral cancer treatment	Treatment for cancer of the oral cavity, lips, tongue and pharynx provided by a consultant .
Oral chemotherapy	Chemotherapy taken by swallowing a pill, capsule or liquid.
Outpatient	A patient who attends a hospital, consulting room, outpatient clinic or treatment facility and is not admitted as a day patient or an inpatient .
Outpatient treatment	Eligible treatment that you have as an outpatient .
Partner	Your husband, wife, civil partner or the person you live with in a relationship.
Pre-existing condition	<p>Any condition, disease, illness or injury (including related conditions), whether diagnosed or not, which you:</p> <ul style="list-style-type: none"> ■ received medication, advice or treatment for, or ■ had symptoms of or knew you had <p>before your effective underwriting date.</p> <p>By a related condition we mean any symptom, condition, disease, illness or injury which, in our reasonable medical opinion, is associated with another symptom, condition, disease, illness or injury.</p>
Preventative dental treatment	<p>The following dental services provided by a dental professional:</p> <ul style="list-style-type: none"> ■ routine examination or check-up ■ x-rays or scans ■ scale and polish ■ periodontal treatment.
Previous policy	<p>Another health insurance policy or medical healthcare trust provided or administered by us or another insurer or healthcare trust that we agree will be treated as a previous policy for underwriting purposes as long as:</p> <ul style="list-style-type: none"> ■ the person covered has shown us proof of their continuous cover under the previous policy, and ■ there's no interruption between the previous policy and their current policy.
Prostheses	Any prostheses which are on our list of prostheses for your cover when you have your treatment . The prostheses on the list may change from time to time. You can find the list at bupa.co.uk/prostheses-and-appliances .
Recognised facility	A hospital, treatment facility, centre or unit according to the facility access that applies to your policy. The hospitals, treatment facilities, centres or units on these lists, and the medical conditions and types of treatment we recognise them for, will change from time to time. You can search for a recognised facility at finder.bupa.co.uk .

Word or phrase	Meaning
Renewal date	<ul style="list-style-type: none"> ■ Each anniversary of your cover start date, or ■ Common renewal date - cover is generally renewed each year depending on the month when you first join, your initial period of cover may not be a full 12 months and your benefits and premiums may change from the common renewal date. <p>If you are unsure which applies to you, you can contact us.</p>
Restorative dental treatment	<p>Dental treatment provided by a dental professional, for example:</p> <ul style="list-style-type: none"> ■ fillings ■ extractions ■ root canal ■ crowns ■ bridges ■ dentures.
Routine dental treatment	<p>The following dental services carried out by a dental professional:</p> <ul style="list-style-type: none"> ■ routine examination or check-up ■ X-rays ■ scale and polish ■ periodontal treatment.
Schedule of procedures	<p>The rates up to which we will pay consultants for treating our members. These rates are set out in our Schedule of Procedures and are based on the complexity of the procedure and the time and skill needed to perform it. You can find the Schedule of Procedures at bupa.co.uk/codes.</p>
Special condition	<p>Specific medical conditions that someone isn't covered for based on their medical history. If a special condition applies, we'll send a confirmation of special conditions to the main member or to anyone covered under the policy who the special condition applies to (if they're aged 16 or over).</p>
Specialist drugs	<p>Drugs and medicines to be used as part of your eligible treatment which are not common drugs and which are included on our list of specialist drugs that applies to your policy. The list is available at bupa.co.uk/policyinformation. The specialist drugs on the list will change from time to time.</p>

Word or phrase	Meaning
Therapist	<p>A healthcare professional registered with the Health and Care Professions Council (HCPC), and on our list of recognised therapists, who is:</p> <ul style="list-style-type: none"> ■ a chartered physiotherapist ■ an occupational therapist registered with the British Association of Occupational Therapists ■ an orthoptist registered with the British and Irish Orthoptic Society ■ a speech and language therapist registered with the Royal College of Speech and Language Therapists ■ a podiatrist registered with the Society of Chiropractors and Podiatrists, or ■ a dietitian registered with the British Dietetic Association. <p>You can search for a recognised therapist at finder.bupa.co.uk. The therapists on the list will change from time to time.</p>
Treatment	<p>Surgical or medical services (including diagnostic tests) that are needed to diagnose, relieve or cure a disease, illness or injury.</p>
UK	<p>Great Britain, Northern Ireland, the Channel Islands and the Isle of Man.</p>
Year	<p>The period beginning on your cover start date and ending on your cover end date. If your renewal date is a common renewal date or if you're a dependant joining an existing policy, depending on the month in which you first join, your initial period of cover may not be a full 12 months. Your benefits, allowances and your premiums may change on the renewal date.</p>

How we use and protect your information

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 it and how we protect it. It also provides information about your rights. The information we process about you, and our reasons for processing it, depends on the products and services you use. You can find more details in our full privacy notice, which is available at bupa.co.uk/privacy. If you do not have access to the internet and would like a paper copy, please write to **Bupa Privacy Team, Bupa, 1 Angel Court, London EC2R 7HJ**. 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-notices.

1. Who this privacy notice applies to

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

2. How we collect personal information

We collect personal information from you and from certain other organisations acting on your behalf (for example, brokers, healthcare 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 the following categories of personal information about you and, if appropriate, your **dependants**.

- Standard personal information (for example, information we use to contact you, identify you or manage our relationship with you).
- Special categories of information (for example, health information, information about race, ethnic origin and religion that allows us to tailor your care).

- 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 healthcare 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 it is. We normally process standard personal information if this is necessary to provide the services set out in a contract, it is in our or a third party's legitimate interests or it is needed or allowed by law. We process special categories of information (commonly referred to as sensitive information) because it is necessary for an insurance purpose, because we have your permission or as described in our full privacy notice. We may process information about your criminal convictions and offences (if any) if this is necessary to prevent or detect a crime.

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 your permission or it is in our 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 Privacy Team, Bupa, 1 Angel Court, London EC2R 7HJ.

6. Processing for profiling and automated decision-making

Like many businesses, we sometimes use automation to provide you with a fairer, quicker, better, and more consistent service, and provide 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 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 (automated processing of your information to help us evaluate certain things about you, for example, your personal preferences and your interests) 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, healthcare providers) or who we need information from to allow us 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, and in what circumstances, in our full privacy notice.

8. International transfers

Some companies that we work in partnership with or that provide services to us (such as healthcare providers, other Bupa companies and IT providers) are located in, or run their services from, countries across the world. As a result, we may transfer your personal information to different countries for the purposes set out in this privacy notice. This may include transferring information from within the **UK** to outside the **UK**, and from within the EEA (the EU member states plus Norway, Liechtenstein and Iceland) to outside the EEA. When we transfer your personal information to another country, we take steps to make sure that appropriate protection is in place, in line with global data-protection laws.

9. How long we keep your personal information

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

10. Your rights

You have the right to access your information and to ask us to correct, delete and restrict the use of your information. You also have rights to:

- object to your information being used
- ask us to transfer your information to someone else
- withdraw your permission for us to use your information, and
- ask us not to make automated decisions which produce legal effects that concern or significantly affect you.

Please contact us if you would like to exercise any of your rights.

11. Data-protection contacts

If you have any questions, comments, complaints or suggestions about this privacy notice, or any other concerns about the way in which we process information about you, please contact us at dataprotection@bupa.com. You can also use this address to contact our Data Protection Officer.

You also have a right to complain 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).



Financial crime

You agree to keep to all **UK** laws relating to detecting and preventing financial crime (including, the Bribery Act 2010 and the Proceeds of Crime Act 2002).

Sanctions

We will not provide cover and we will not pay any claim or provide any benefit under this insurance, if doing so would:

- break any United Nations resolution, or any trade or economic sanctions, laws or regulations that apply to us (including those of the European Union, the **UK**, or the US)
- put us at risk of being sanctioned by any relevant authority competent body, or
- put us at risk of being involved (directly or indirectly) in something which any relevant authority, banks we use, or competent body would consider to be banned or restricted.

If any resolutions, sanctions, laws or regulations referred to in this clause apply (or start to apply), we will take any action we consider necessary to make sure we continue to work within them. If this happens, you acknowledge that this may restrict, delay or end our obligations under your policy, and we may not be able to pay any claim.

Bupa health insurance is provided by:
Bupa Insurance Limited. Registered in England
and Wales with registration number 3956433.
Bupa Insurance Limited is authorised by the
Prudential Regulation Authority and regulated
by the Financial Conduct Authority and the
Prudential Regulation Authority. Financial
Services registration number 203332.

Bupa insurance policies are arranged and
administered by:

Bupa Insurance Services Limited. Registered
in England and Wales with registration
number 3829851. Bupa Insurance Services
Limited is authorised and regulated by the
Financial Conduct Authority. Financial Services
registration number 312526.

You can check the Financial Services Register by
visiting: <https://register.fca.org.uk> or by
contacting the Financial Conduct Authority on
0800 111 6768.

Registered office: 1 Angel Court,
London EC2R 7HJ

Bupa Anytime HealthLine, Menopause
HealthLine and Family Mental HealthLine
are not regulated by the Financial Conduct
Authority or the Prudential Regulation Authority.

Bupa Anytime HealthLine and Menopause
HealthLine are provided by:

Bupa Occupational Health Limited.
Registered in England and Wales with
registration number 631336.

Registered office: 1 Angel Court,
London EC2R 7HJ

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