

This document outlines the online claiming process for your scheme. Please read this together with your membership letter and membership guide, as they provide the full details of your cover.

## Online claiming is easy – just follow these steps:

### STEP ONE Receive treatment

Check your membership guide before you go for treatment to see what benefits you can claim back for and how much.

### STEP TWO Pay the bill

Settle your bill directly with the practitioner and don't forget to obtain a receipt.

### STEP THREE Complete an online claim

To make an online claim please visit <https://cashplanclaims.bhwcloud.com/> Before starting your online claim you will require the following information:

- Your cash plan membership number
- Copies or uploads of your original itemised receipts/fully paid invoices, scans or clear photographs are accepted
- Your bank account details to which the approved claim will be paid

All receipts must include the name and contact details of the practitioner, date of the treatment and name of the person receiving the treatment.

We will ask you to input the details of the practitioner, this detail can be used to verify claim details and avoid any potential delays in assessment and payment of your claim.

You can input up to 10 claims per member on each online submission. A separate online claim submission is needed for each member.

When making a claim you will need to fully complete all sections. If any required section is not completed, this will be indicated by highlighting the section in red.

### STEP FOUR Successful completion

On successful completion of your online claim, you will be provided with a claim reference code. This code can be used to identify your claim submission, should you need to contact us.

If you provide us with a mobile telephone number we advise you by SMS when your claim has been paid.

**For hospital claims – instead of a receipt please submit a copy of your hospital discharge papers. If your scheme has a personal accident or funeral benefit the claims process is slightly different. Please contact us on 0845 606 6003\* to request a claim form as these need to be submitted by post.**

# Working together to help keep you healthy

## **BUPA POSITIVE HEALTH**

It is sometimes hard to decide what steps to take to improve your personal health. So, we created Bupa Positive Health – a useful tool that encourages you to think about your health and how it could be improved. Bupa Positive Health focuses on four main areas – nutrition, fitness, sleep and stress. By completing some simple online interactive health checks, the programme provides you with snapshots of your health and gives instant, personalised feedback, including some useful tips and advice. For more information visit:

**[bupa.co.uk/positivehealth](https://bupa.co.uk/positivehealth)**

## **BUPA MEMBER OFFERS**

We want to help you make the most of life, which is where our Bupa Member Offers programme comes in. Featuring discounts from some of the UK's biggest names in health and wellbeing, leisure, travel, home entertainment and retail, Bupa Member Offers can be your personal passport to big brand savings all year long.

Bupa Member Offers' partners have been carefully selected to give you access to a range of top brand savings, ranging from discounts on leading health and fitness providers such as David Lloyd and Slimming World to weekly groceries at Sainsbury's or that special holiday you may have in mind – it's all about giving you more.

### **What to do next**

Go online to find out more about Bupa Member Offers today. To see the full range of partner organisations and the offers they have for you to enjoy, simply go to

**[bupa.co.uk/business-member-offers](https://bupa.co.uk/business-member-offers)**

All you have to do is register.