

SIGNIFICANT CHANGES TO YOUR COMPANY PLAN

These changes are effective once your plan renews on or after 1st June 2024.

We have made a number of changes to the wording of your Company plan this year. This leaflet tells you about the significant changes we have made to the plan since you joined or your plan was renewed. Please keep it with your latest copy of your membership pack, so that you can refer to it if you need to. You'll find your updated membership guide on MembersWorld from your renewal date, or you can get in touch to receive a paper, large print, audio or Braille version.

NEW BENEFITS

Advanced therapy medicinal products (ATMPs)

We now cover advanced therapy medicinal products (ATMPs), such as CAR-T.

MAKING EXISTING TERMS CLEARER

Reimbursement claims

We have clarified that our Reasonable and Customary policies apply to treatment where you have paid and are seeking reimbursement.

Obesity and weight management benefits

We have clarified how we cover obesity and weight management claims.

Fraudulent claims

We have clarified our wording as to how we handle claims we suspect are fraudulent.

Cosmetic treatment

We have further clarified our coverage for cosmetic treatment to exclude functional problems caused by any scarring.

UNDERSTANDING HOW TO USE YOUR PLAN

We have clarified how you can use your cover. We have done this to make it easy to see what your plan covers you for and how to use it when you need it.

Bupa LifeWorks

We have updated the provider for the Employee Assistance Program. This is now provided by TELUS Health.

Updated processes

We have updated the wording of some key areas of your membership guide to make it easier to understand how to use your plan.

You'll be able to see your updated membership guide on-line from your renewal date, please log in to the MembersWorld website at membersworld.bupaglobal.com. If you prefer, you can request a paper copy by contacting our customer services helpline on +44 (0) 1273 323 563, or by emailing info@bupaglobal.com.
