



**This is
health**



**Welcome
to Bupa**

We're here for the **big** and the **small**

From fast access to specialist advice and treatment to everyday wellbeing tips, **you can always count on us.**

Navigate the sections below to get to know your cover.

Fast access to support and care



Contact us first



How to claim



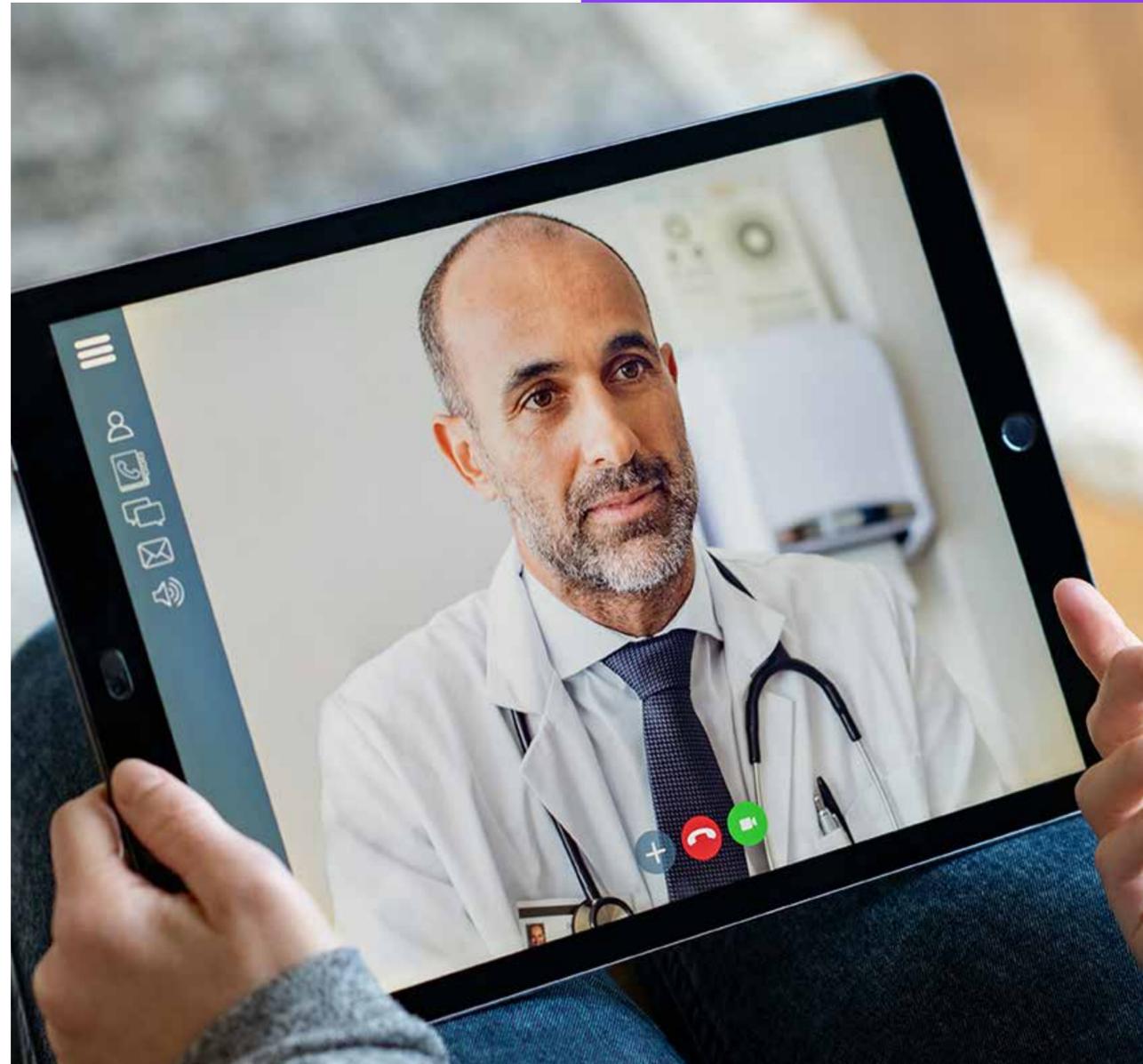
Trusted information and advice



Understanding your cover



**Fast access
to support
and care**



Quick access to treatment

It's good to know that we've got your back. Especially if you have a worrying symptom of cancer, a mental health concern or a muscle or bone problem. For some conditions, if needed, you could be referred to a specialist usually without needing to see a GP through our Direct Access service.[‡]



Symptoms of cancer

Evidence suggests that acting quickly, at the point of first noticing a symptom, can make a real difference to beating cancer.

That's why, if you are concerned about a cancer symptom, you can call Bupa first to get clear advice on what to do next. Depending on your cover and the nature of the symptoms, we can even refer you to a specialist consultant there and then.[‡]



Muscles and bones

You rely on your body for every move you make, so you need access to the right level of care and clinicians when any issues arise.

If you have a muscle or bone problem, or need advice, contact us by phone or through the My Bupa app. Depending on your cover, we can arrange for you to have a consultation with a physiotherapist by phone or video call. The physio will assess your symptoms and discuss next steps with you. This can include an exercise plan, in-person or virtual physiotherapy or if needed, a referral to a specialist consultant.[‡]



Mental health

For stress, anxiety or any other mental health concerns, we're here to listen. If you aren't feeling yourself, call our mental health support team. You can discuss how you're feeling, and they can provide advice as well as how we can help. Depending on your cover, they can arrange a phone or video consultation with a mental health practitioner who will refer you for in-person or video therapy, or online Cognitive Behavioural Therapy (iCBT) programmes for you to complete at home.

Please note: we may record or monitor our phone calls.

[‡]Any onward referrals for consultations, tests or treatment are subject to the benefits and exclusions of your cover. For example, if your cover excludes conditions you had before your cover started, we may ask for further information from your GP. Please check your guide and certificate for further details or contact us to check your eligibility

Your first step

Log in to your new home for health



My Bupa lets you access all the benefits of your health cover. Get going with the app.

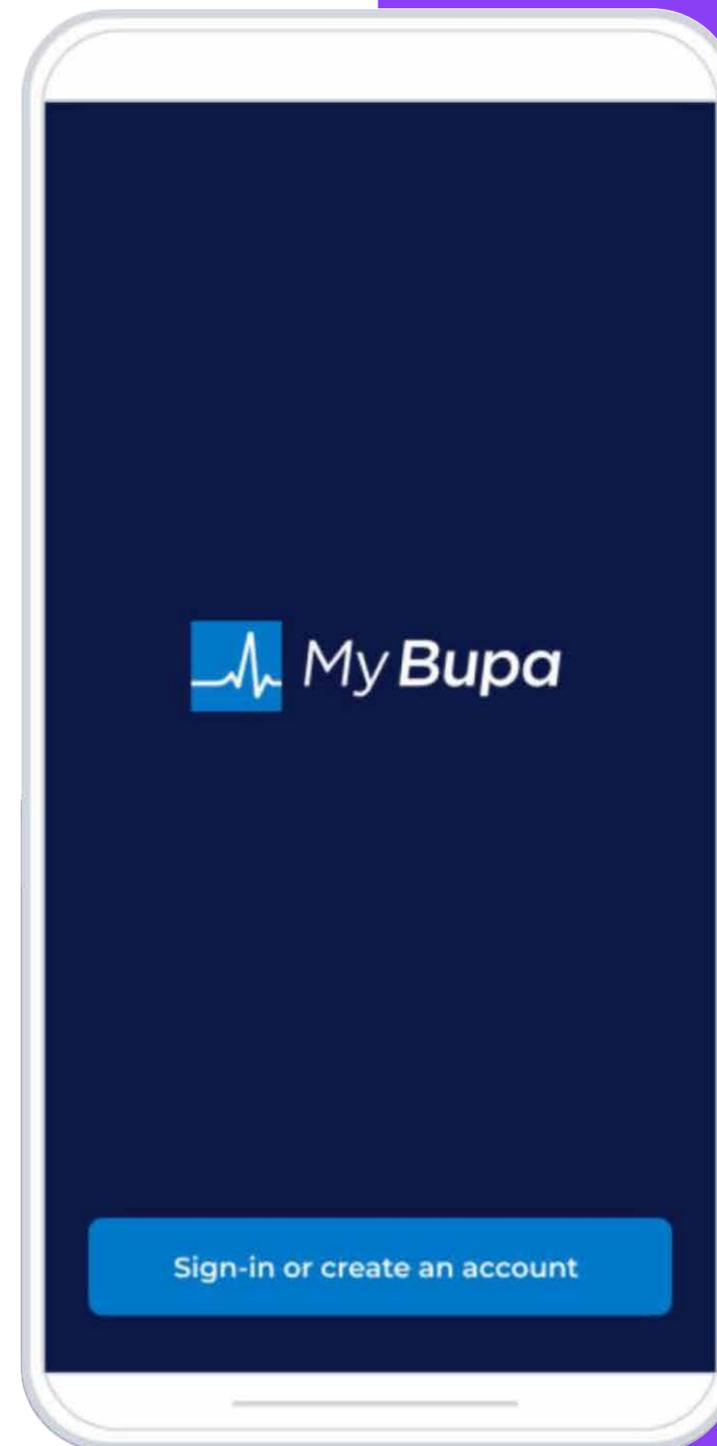
Things you can do in My Bupa:

- ✓ Access Blua, our digital healthcare
- ✓ Request treatment
- ✓ Manage your cover



It's easy to get going

Scan to download the My Bupa app and follow the steps to create your account.



What can you do on the app?

- ✓ **Get easy access to your cover, GPs, and more**
Get fast and convenient access to GPs and physios, seven days a week, plus a private prescription ordering service.
- ✓ **Request treatment**
Ask for help or to see a consultant. No need to phone and you don't always need to see a GP first.
- ✓ **Check your claims history**
See all your current scheme details and access all your past claims and documents.
- ✓ **Digital wellbeing for you**
1,500 fitness and wellbeing classes to help keep you healthy, wherever you are and whenever you want.
- ✓ **Call a Bupa nurse 24/7**
Speak to a friendly nurse about your own health or a poorly child, day or night, 365 days a year.
- ✓ **Digital mental health support**
Online wellbeing programmes to help you sleep better, manage stress and build resilience.
- ✓ **Health info a tap away**
Easily view your health reports after a health assessment.

Go digital with Blua through the My Bupa app

When life moves fast, your cover keeps up.

blua.

Digital health by Bupa



Book virtual appointments

Chat to doctors, nurses and other health experts by phone or video, at a time that works for you.



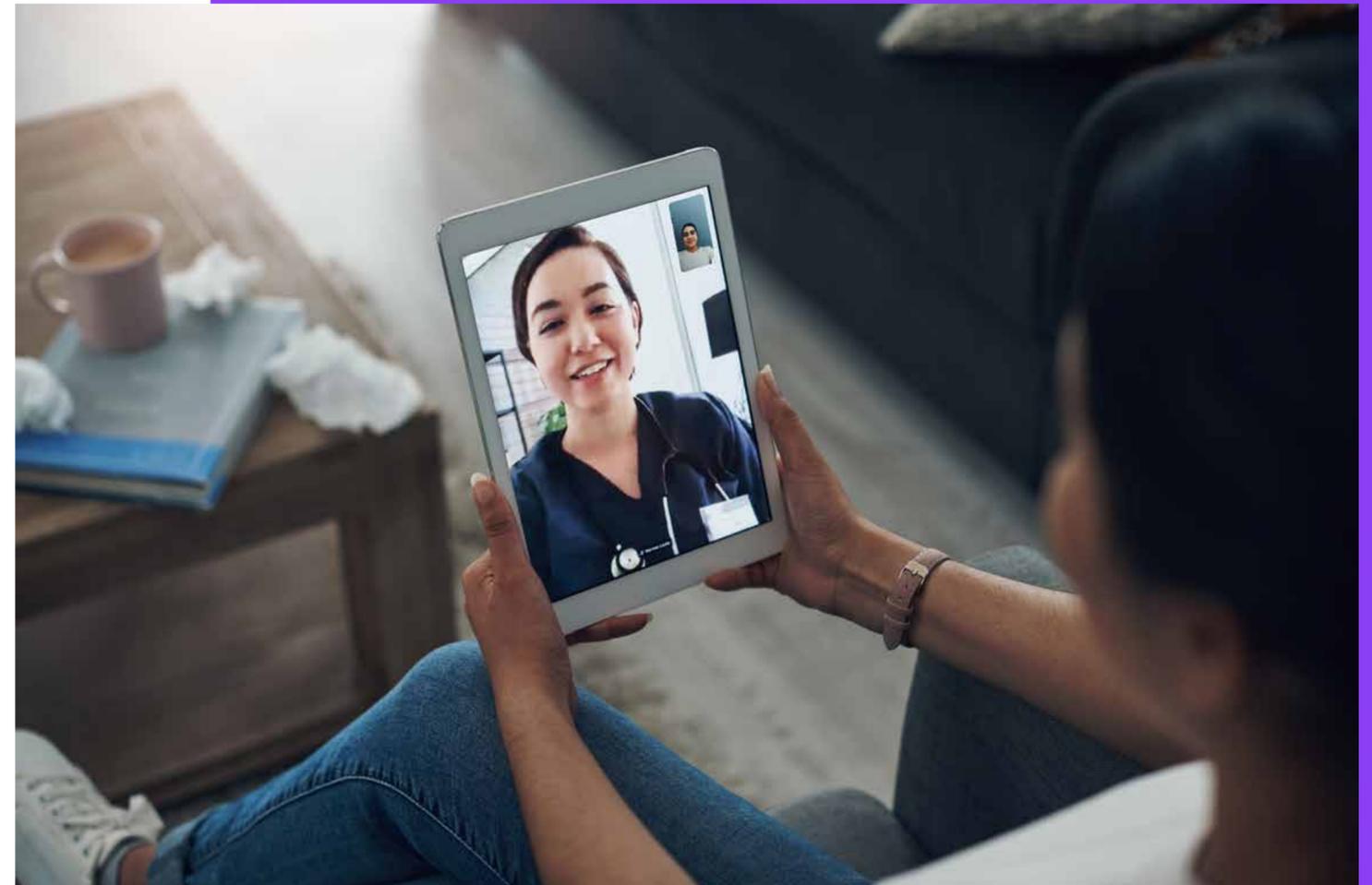
Arrange remote healthcare

Blua makes it quick and easy to start treatment from the comfort of your own home.



Discover on-demand fitness and wellbeing

From exercise plans and guided meditation, to over 1,500 fitness classes you can keep coming back to.



Find Blua in your My Bupa app

Digital wellbeing support

Support your mind and body with our wellbeing services—from quick workouts to expert guides that help you feel your best, anytime.

Get active with classes and workouts

- Choose from over 1,500 sessions, from yoga to HIIT
- Follow tailored programmes to build strength, endurance, and technique

Take a moment to calm your mind

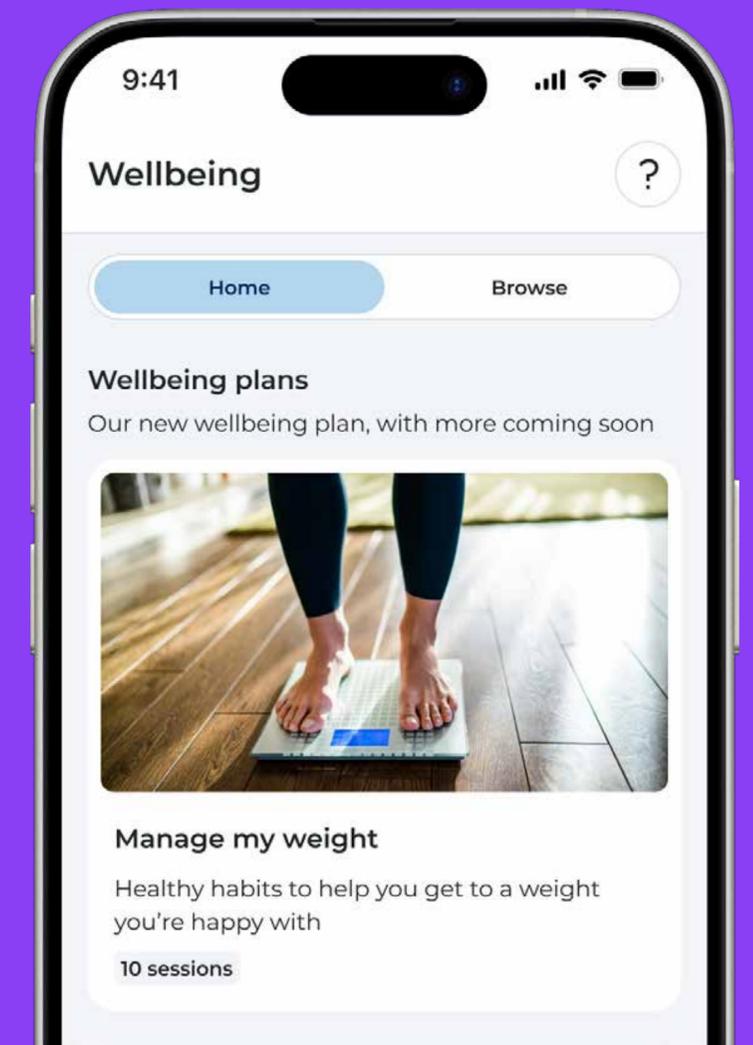
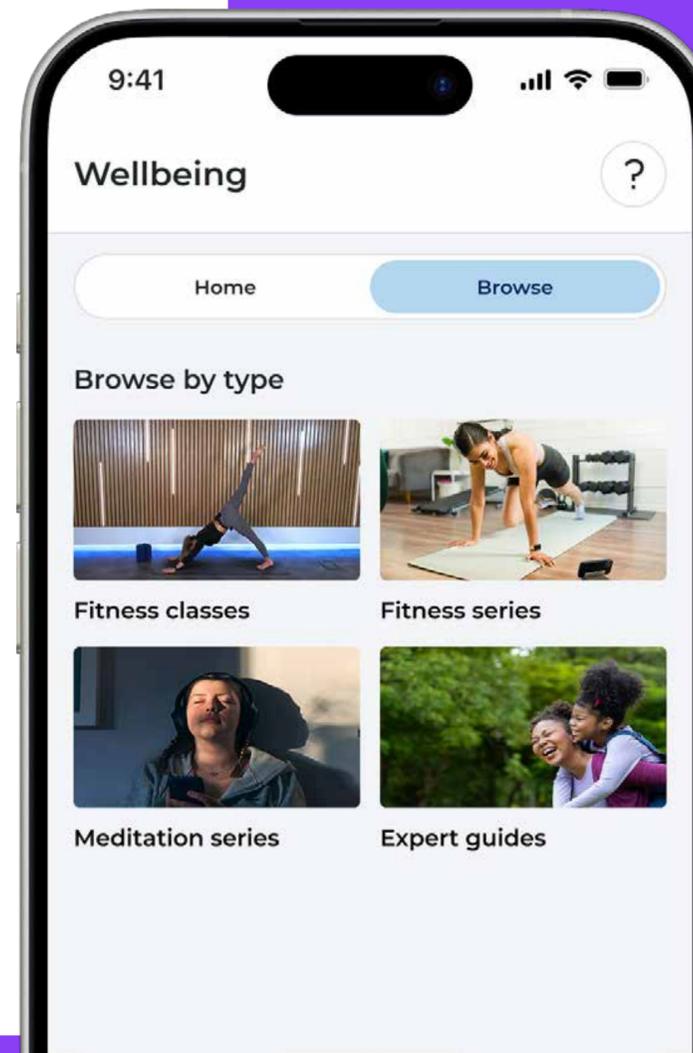
- Explore guided meditations for breathing, sitting, walking, or stretching meditations
- From improving sleep to reducing anxiety—there's something for everyone

Insights from leading wellbeing experts

- Practical tips to help you take proactive steps towards better wellbeing
- Covering diet and nutrition, mental health, and everyday wellbeing topics



Download the My Bupa app to access and make wellbeing work for you.



Our cancer promise

It's never easy being told you've got cancer. So, it's our promise to be there for you if you're diagnosed with cancer, we'll look after you from diagnosis to treatment, and do everything we can to help you get back to feeling like yourself again.

No financial or time limits¹

Where cancer is covered as part of your health cover, there are no time limits and all your eligible cancer treatment is paid in full.

All you need to make sure is that you use a healthcare facility from our network and a consultant who we recognise, who agrees to charge within our allowances.

Access to breakthrough cancer drugs and treatment²

You'll have access to evidence-based cancer drugs in the UK that are licensed for your condition, even if it isn't approved by the National Institute for Health and Care Excellence or available on the NHS.² We also employ medical experts to evaluate evidence-based drugs that aren't yet licensed. It's all because we want you to receive the best care available.

Treatment across the country and at home

As well as access to a network of specialist cancer centres, hospitals and consultant partners, you also have the option to receive chemotherapy treatment in the comfort of your own home if clinically appropriate.

Personalised treatment support

Everyone's experience of cancer is different, and we won't tell you how to feel.

Just know that we'll be there if you want us to be, with expert advice, understanding and vital support as well as the treatment you need.

Live Well with Cancer Programme

Our programme gives you access to a specialist oncology nurse. They're at the end of the phone throughout treatment, so you're never alone in difficult times.

And if you're given the all clear, our support doesn't stop there; for as long as you're with us, our specialist nurses will help you adjust to life after cancer.

You can talk to them about coping with going back to work, staying healthy and finding local support groups.

¹With Bupa cancer cover there are no time limits. All eligible treatment costs and evidence-based breakthrough cancer drugs and treatments that your scheme covers are paid in full for as long as you have Bupa health cover. If your cover is provided by your employer there may be exceptions. If they've selected an overall annual maximum allowance, eligible treatment costs that your scheme covers will be paid up to that amount. You must use a hospital or health centre from the Bupa network and a consultant that we recognise and charges within Bupa rates (a fee-assured consultant) if Guided care doesn't apply to the policy, or with a Bupa fee-assured consultant in our list of Open Referral network consultants if the Guided Care option does apply to the policy. Please check your certificate or guide to see which specific list of advanced therapies your employer has selected as it may not cover all advanced therapies.

²Applies to eligible cancer drugs and treatments covered by your healthcare scheme.

Specialist Centres for breast, bowel and prostate cancer

Get the all clear or your initial diagnostic tests for breast cancer in just one appointment. Triage and diagnosis for other conditions may vary. If it's cancer relating to one of the Specialist Centre conditions, your treatment will start within 31 days of your first call - that's half the national standard. You'll be in expert hands throughout, with access to clinical trials if appropriate, and emotional support at every stage.



Only from
Bupa

Joined up cancer care

Get the all clear for breast, bowel or prostate cancer, or get a referral, in just one visit.

Specialist Centres are not available in Isle of Man or Channel Islands.

How it works

	Bowel cancer	Breast cancer	Prostate cancer
Access	Direct Access or GP referral	Direct Access or GP referral	Direct Access or GP referral
Pre-appointment	You can call us and we will aim to offer you an appointment within four working day.	You can call us and we will aim to offer you an appointment within two working days.	You can call us and we will aim to offer you an appointment within two working days.
Appointment	Triage appointments are carried out remotely and diagnostic tests if required will follow.	In one visit to a Specialist Centre, you're given the all clear or further diagnostic tests which may be done up to 5 days later.	Triage appointments are carried out remotely and diagnostic tests if required will follow.
Test results	You receive your initial diagnostic results within two working days of your appointment. If biopsies are required, this may take longer.		
Treatment	If needed your treatment begins within 31 days of first calling us.		
Care & support	You'll have access to clinical trials if appropriate, a cancer nurse specialist, Live Well with Cancer and enhanced recovery programmes.		

1 visit

to a specialist centre is all it takes to get the all clear for breast cancer, or referred on for treatment or further tests.

2 days

is all it takes to get the all clear or an initial diagnosis, after visiting a breast cancer or prostate cancer centre. For bowel cancer, it's just four days.

31 days

or less to start cancer treatment, if you receive a diagnosis - half the national target published by NHS England.

Muscles, bones and joints

If left untreated, a muscle, bone or joint issue such as a bad back, or knee injury, can turn into more serious problems. That's why we do everything we can to tackle them early.



Specialist patient support team

If you've had or are waiting for treatment, you can access our dedicated case management support. This can include a digital home exercise plan for you to try at home, helping you get fit for your treatment and boost your chances of a speedier recovery.



Nationwide network of health professionals

- physiotherapists
- osteopaths
- chiropractors
- podiatrists
- trauma and orthopaedic surgeons
- rheumatologists
- MSK physicians



Treatment to suit your body

Everyone's condition is different and responds to treatment in different ways. That's why we have advanced physiotherapy physicians to talk through concerns with, often offering a second opinion on GP referrals so you can consider all treatment options. This can help avoid unnecessary surgeries, by guiding you to the right clinician for you.



Online tips and advice

Access a range of self-help tools as well as information to help you proactively look after your body. For any knee problems, you can head straight to our online knee clinic at bupa.co.uk/knee-clinic or for any muscle, bone or joint issues, visit bupa.co.uk/health-information/muscles-bones-joints



I had a serious back issue and required physiotherapy help. Using my Bupa insurance I received assistance from the team via a phone consultation. The advice and exercises resolved my issue in short order and the back up and support from the team was exemplary.”

Bupa customer

This quote reflects the specific experience of one customer. Your cover will be subject to specific terms and conditions.

Mental health

It's good to talk. That's why you can speak to a trained mental health adviser about whatever's on your mind. They can help you to help others too.

Our Workplace Mental Health Advantage



Proactive engagement with wellbeing services

- ✓ Tailored engagement services for remote and non-office workers.
- ✓ Clinically-proven self-directed digital CBT service.



Leading support when you need it most

- ✓ The most comprehensive mental health cover in the market.*
- ✓ Ongoing support for mental health conditions, with no time limits.
- ✓ Convenience of in-person, digital or telephone-based care.



Embedding a culture that champions wellbeing

- ✓ Training for your line managers and HR teams.
- ✓ Effective and easy to manage health awareness campaigns.
- ✓ Access to mental health social platform JAAQ.
- ✓ Data to track trends and deliver insights into employee mental health.
- ✓ Support with behavioural sciences, to understand and influence your wellbeing culture.

We now have

10,881

therapists in our network according to the latest from Provider Information



I called the mental health team when I was in a state of stress. I spoke to an adviser who listened and was very calm and understanding. He put me through to one of the mental health nurses.

The mental health nurse was lovely. She listened carefully and advised she was happy to authorise cognitive behavioural therapy.

Overall, a very welcome experience for which I am very grateful.”

Bupa customer

This quote reflects the specific experience of one customer. Your cover will be subject to specific terms and conditions.

Note: Standard exclusions for pre-existing, special and moratorium conditions, and benefit allowances for outpatient, inpatient and day-patient mental health treatment continue to apply. We cover mental health treatment related to excluded conditions such as menopause and cosmetic treatment. There are a few general exclusions for which we would not cover any related mental health treatment. Please refer to your policy or trust guide for further details.

*As of September 2025, this comparison to other products in the market is based on Bupa's and Defaqto's interpretation of the differences between the Bupa's[Bupa By You] [SME Select] [Corporate Select] health insurance and other health insurance products offering mental health cover. The comparison excludes any special offers or promotions which may temporarily alter the cover offered. Cover comparison information is for personal use and guidance only and does not constitute any contractual representation, warranty or obligation by either Bupa or Defaqto about the completeness, accuracy, reliability, suitability or availability of the comparison. Neither party accepts any liability for errors, omissions, direct or consequential loss in relation to this comparison [bupa.co.uk/compare](https://www.bupa.co.uk/compare).

Anytime HealthLine

Speak to a nurse directly for clear and simple advice. When we say anytime, we mean it. Our nurses are on hand to help every hour of the day.

Things our nurses can help with:

- bone, muscle and joint injuries
- surgery and back pain
- rashes, lumps and bumps
- vomiting, diarrhoea, abdominal pain
- fever, flu, cough and headache
- advice about unwell children
- travel vaccination advice

Who can call?

If you're covered, you can call us. It's also open to your immediate family.

**Call our Anytime HealthLine
0345 604 0537**

We may record or monitor our phone calls.



**Available 24 hours
a day, seven days a
week, 365 days
a year.**



**No time restrictions.
Have a full
consultation with
one of our team.**



**Calls to Anytime
HealthLine won't
count as a claim or
affect your health
scheme.**

Family Mental HealthLine

As a parent or carer of a young person, you're closer to them than most. So, if you pick up on a worrying change in their mood or behaviour, trust your instinct and talk to us. Using this service won't impact your excess or outpatient benefits either.

Worried about others? Call our Family Mental HealthLine

If in doubt, call our Family Mental HealthLine and a trained adviser and/or mental health nurse will listen to what your family's experiencing, then give you clear advice on what to do next. You can use this service even if the young person isn't covered under your scheme.

Worried about your child's emotional wellbeing? Parents and carers can talk to us on

0345 266 7938

Telephone support between 8am and 6pm Monday to Friday via a dedicated helpline. Calls may be recorded and to maintain the quality of our service we may monitor some phone calls, always respecting the confidentiality of the call. Please note: you'll need your membership/registration number to hand. We may record or monitor phone calls.

Bupa Family Mental HealthLine is not regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Who can call?

Anyone with our cover who is worried about a young person's emotional wellbeing. You might be a parent, carer, guardian or extended family member.

When's it open?

We're here to support you every weekday from 8am to 6pm.

What if the young person isn't covered on my healthcare scheme?

We do everything we can to help you. That's why you can use this service even if the young person isn't covered under your scheme.

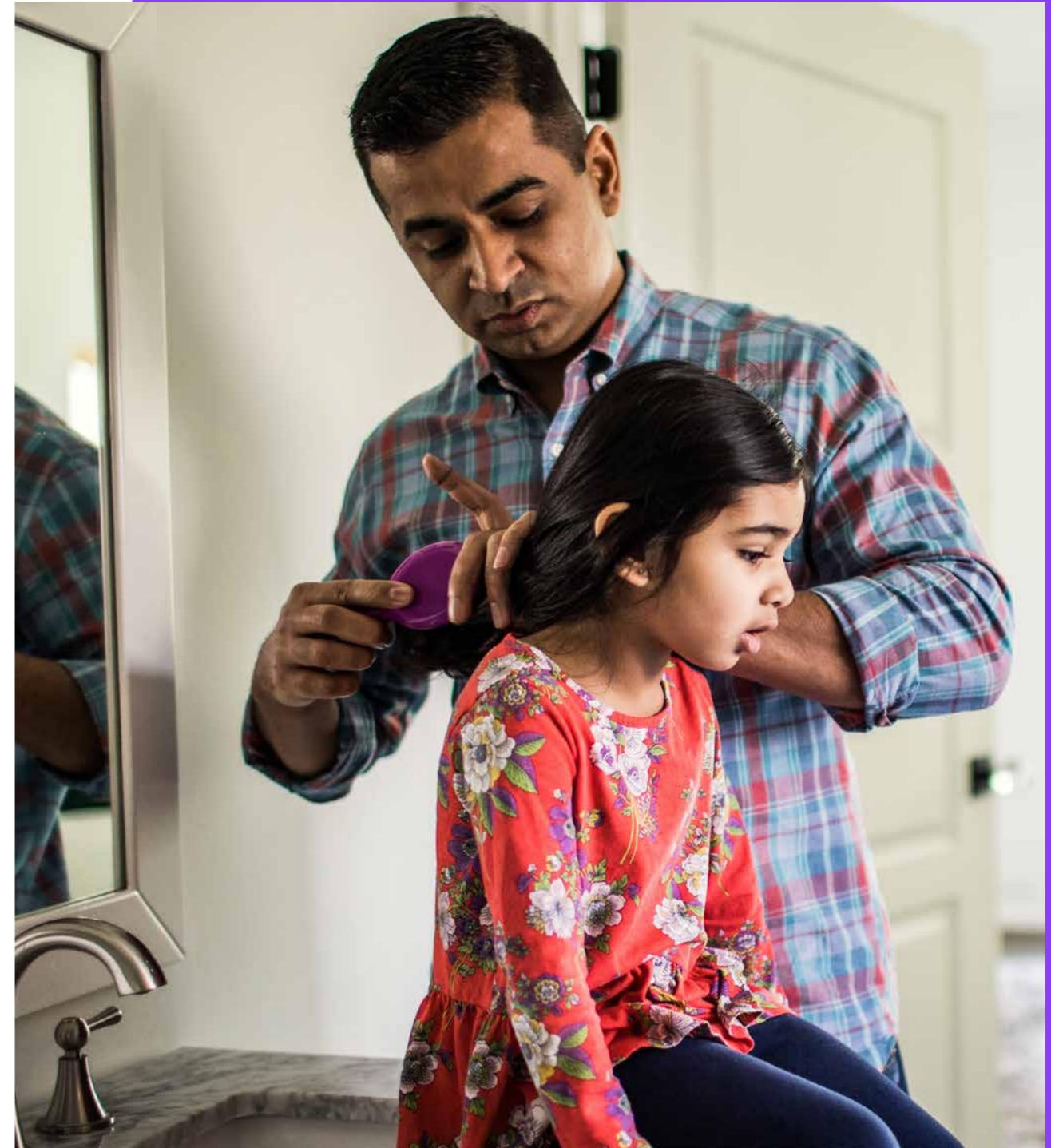
Who will I talk to?

A team of specially trained advisers and/or mental health nurses, who will listen, advise you on your next steps and guide you to support.

More support

We've put together a helpful toolkit to give you practical advice on supporting a young person's mental health.

[Download our toolkit](#)



Menopause HealthLine

Menopause can be a challenging part of life. We've created a Menopause HealthLine to offer guidance, support and advice. Using this service won't impact your excess or erode your outpatient benefits either.

Need advice? Call our Menopause HealthLine

Our Menopause HealthLine allows you to chat one-to-one with menopause-trained nurses who'll listen, offer guidance, support and advice to help you understand and manage your menopause symptoms.

Call us to speak to a menopause-trained nurse

0345 608 9984

Calls may be recorded or monitored to maintain the quality of our service, always respecting the confidentiality of the call. Lines are open from 8am to 8pm, 365 days a year.

Bupa Menopause HealthLine is not regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

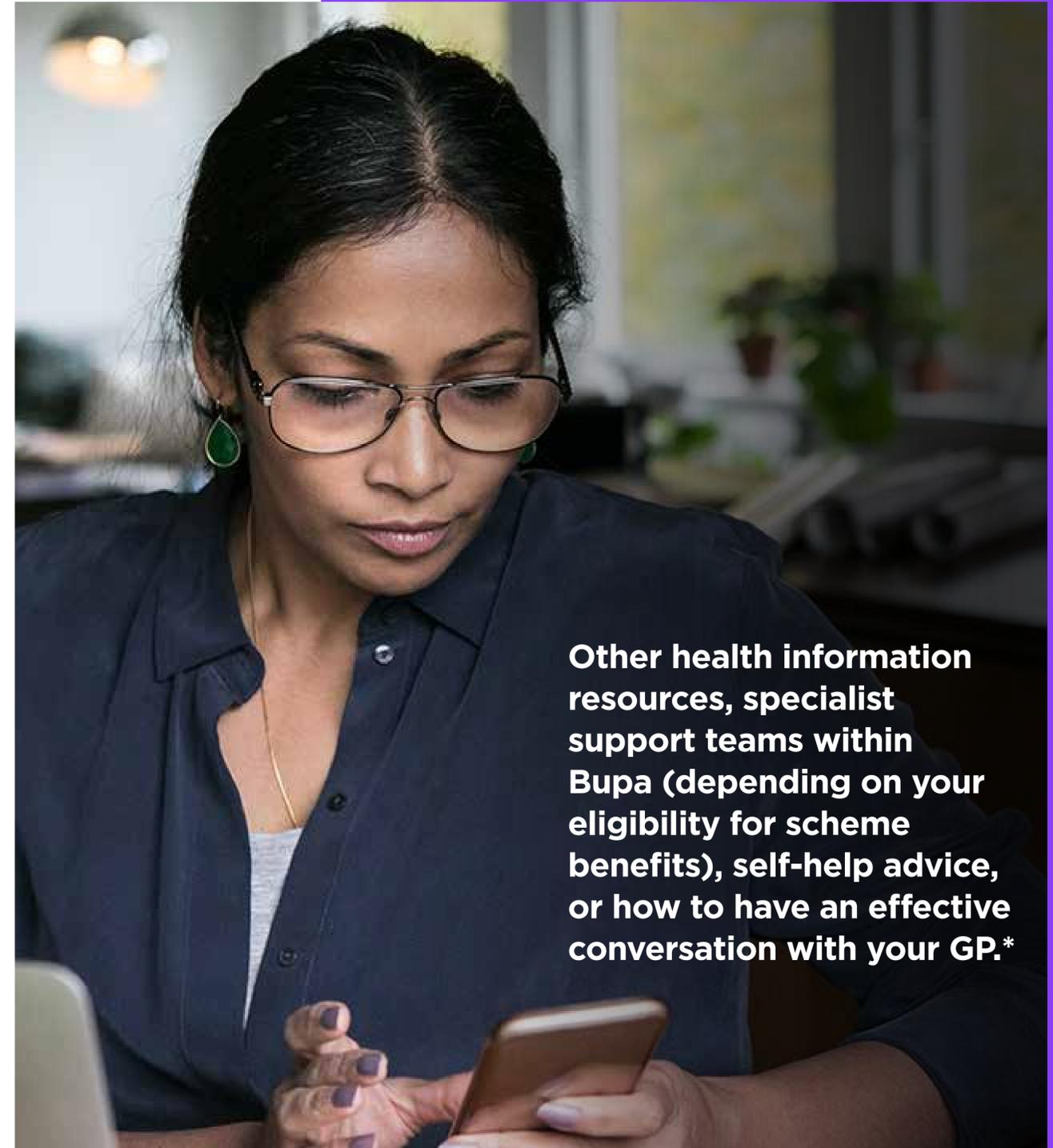
*Our nurses aren't able to prescribe medication, so can't provide hormone replacement therapy (HRT), for example. However, they can offer advice on treatment options, and help you prepare for a conversation with your GP.

Who can call?

Anyone covered on the policy experiencing symptoms, or partners and dependants who would like to know how to support family and friends.

Speak to menopause trained nurses for support with:

- information about what to expect
- health, diet and exercise during the menopause
- mental wellbeing relating to the menopause, such as stress and anxiety
- advice about treatment options. The nurses can't prescribe medication, but they can help prepare you for a conversation with your GP
- advice on next steps or for guidance to further support



Other health information resources, specialist support teams within Bupa (depending on your eligibility for scheme benefits), self-help advice, or how to have an effective conversation with your GP.*

Neurodiversity Benefit

Everybody's brain develops and works slightly differently. Neurodivergent is the term used for someone who might process, learn, communicate, and behave differently to what society considers "neurotypical".

Through Bupa's SME Neurodiversity Workplace Support Package, you have access to specialist, expert-led resources to support you at home and the workplace.

The SME Select policy covers one course of online coaching support for neurodivergent conditions in each person's lifetime up to the allowance shown in the membership certificate.



Whats included:

Post-assessment coaching

Non-clinical intervention and support* for employees who have had a neurodiversity assessment and received a diagnosis. Delivered by HelloSelf.

Includes 6 x 30 min one-on-one online sessions from qualified coaches.

Online neurodiversity hub

Exclusive online tools and resources for line managers and individuals, to help navigate neurodiversity at home and in the workplace.

Includes webinars, guides, Bupa Academy videos, and helpful articles.

Get more value from your health insurance

Want to know more?

Visit the online neurodiversity hub at
bupa.co.uk/inclusive-health

*Post-assessment coaching is applicable to members over the age of 18, and who have a specific diagnosis relating to any of the following conditions: ADHD, ASD, Dyscalculia, Dysgraphia, Dyslexia.

Digital mental wellbeing with SilverCloud

Whether you're worrying about money more or sleeping less, our online wellbeing programmes could give you the confidence to take control. They're easy to use and available to access right now.

Explore online mental wellbeing programmes, using proven techniques to bring balance to your day.

Stress

How to manage it, use problem solving to your advantage and communicate effectively.

Sleep

Get practical tips on catching more ZZZs with a new and improved sleep routine.

Resilience

Looking at self-esteem, connections to others and ways to boost healthy habits.

Money worries

How to shake unhelpful thinking patterns, reduce comfort spending and more.

Alcohol

Understanding your relationship with drink, the effects and how to handle triggers.

Body image

How we view ourselves, when this can become a problem and challenging negative thoughts.

Get started

- 1 Register to My Bupa
- 2 Visit bememind.bupa.co.uk to login to SilverCloud
- 3 Select a programme and register with the same details you use for My Bupa

Remote skin assessment

For worries about concerning moles or skin lesions, our remote skin assessment service can help you get them checked for signs of skin cancer from home.[†] This service is available nationwide and can be used for up to three moles and skin lesions.

What's included?

The consultation:

- easy-to-use home assessment kit
- no GP referral needed
- results within three working days

*We may record or monitor phone calls. Any onward referrals for consultations, tests or treatment are subject to the benefits and exclusions of your cover. Please check your guide and certificate for further details or contact us to check your eligibility.

[†]This is a chargeable service and is subject to the benefits and allowances of the policy or health trust. This service may not be suitable for all types of skin lesions or moles. When calling to pre-authorise, you will be advised as to whether this service is appropriate for you.

[‡]Bupa internal analysis, 2023. Provided that the images are uploaded on the day the home assessment kit is received.

How does it work?



1. Call us

No need for a GP referral, but even if you have one, call us on **0345 850 0465**.^{*} You will receive a link to register for this at home service.[‡]



2. Register

You'll receive a home assessment kit, including a smart phone and dermatoscopic lens. Register before 2pm to receive it the next working day.



3. Upload images

Use the kit to take and send images to a dermatologist. Results will be ready within two working days from you uploading the images. If further investigation is required, an onward referral will be arranged for you.

62% of Skin Analytics pathways have a remote assessment only and require no further follow up.[‡]

Rapid cardiac assessment

Heart health worries can't wait. All you need to do is call us first for a pre-authorisation.



*We may record or monitor phone calls

How does it work?



1. Fast response

Call our cardiac team on **0345 600 7264*** for pre-authorisation. Following this, you'll receive a virtual consultation with a cardiologist appropriate for your symptoms within two working days.



2. Tests available at home

Your cardiologist will refer for diagnostic tests, if required, and some of these are now available from home.



3. Next steps

A follow-up consultation is included and your cardiologist will advise you if further tests or treatment are required. If your symptoms are nothing to worry about, you'll be discharged with a detailed medical report sent to your GP.

**Contact
us first**



Contact us **first**

Don't waste any time in checking out worrying symptoms. Call Direct Access, or speak to us via live chat, and a trained adviser will give you clear advice on what to do next.

They could even refer you to a specialist there and then usually, without the need for a GP referral,[‡] helping you take your next steps faster.

Can't wait to see a GP? Contact us straight away[‡]

We'll assess your symptoms either over the phone or via live chat. If they're consistent with any of the conditions mentioned below, we may be able to help you with advice or treatment, without the need to see your GP.[‡]

- Cancer
- Mental health
- Muscles, bones and joints

What to do next?

Step 1

Call us and explain your symptoms
0345 604 0623

We may record or monitor our phone calls.

Or contact us via live chat at
bupa.co.uk/contact-us

Step 2

We may be able to assess your symptoms there and then and offer advice. Alternatively, depending on your scheme benefits, we may be able to arrange a telephone consultation with a relevant specialist at a convenient time for you, if clinically appropriate.

Step 3

We'll let you know what to do next. This could be a referral for diagnosis or treatment or we may ask that you see a GP.

Contact us first, before treatment

If you do see a GP, they will let you know if you need to see a consultant. This is known as a referral. It's important that you call us before you have any treatment.

Speaking to us first means we can provide you with a choice of consultants, or if your GP has recommended a particular consultant, we can confirm that they are covered under your scheme.

What to do next?

Step 1

Ask your GP for an 'open referral', letting us know which specialty you need.

Step 2

Call us and we'll help you find the right consultant for your needs. If your GP has a particular consultant in mind, please tell us and we'll check if they're eligible on your scheme.

[‡]Any onward referrals for consultations, tests or treatment are subject to the benefits and exclusions of your cover. For example, if your cover excludes conditions you had before your cover started, we may ask for further information from your GP. Please check your guide and certificate for further details or contact us to check your eligibility

Don't wait to see a GP. Call us straight away

Don't waste any time in checking out worrying symptoms of cancer, mental health or muscle, bone or joint conditions. Call us and a trained adviser will give you clear advice on what to do next, without the need to see a GP first.*

*Any onward referrals for consultations, tests or treatment are subject to the benefits and exclusions of your cover. Please check your guide and certificate for further details or contact us to check your eligibility.



Symptoms of cancer

We'll assess symptoms over the phone using national clinical guidance. Depending on the symptoms, we may be able to refer you to an approved specialist there and then.

Cancer

0345 850 0465

We may record or monitor our phone calls.



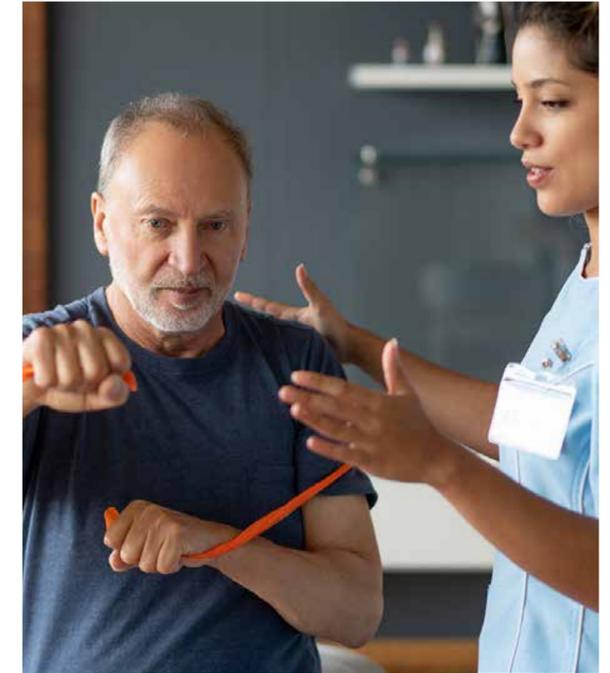
Just need to talk? Speak to a mental health practitioner

If you're not feeling yourself, you can speak to a mental wellbeing practitioner who will listen in complete confidence and guide you to the support you need. This can include referral to a mental health clinician.

Mental health

0345 600 5446

We may record or monitor our phone calls.



Speak to a physio

Muscle, bone or joint pain? Our physiotherapists can assess your symptoms over the phone or video, offer support and guide you to the treatment you need to get things back to normal, fast. This can include physiotherapy or a referral to a specialist.

Muscle, bones and joints

0345 600 8277

We may record or monitor our phone calls.

How to claim



Contact us first, before speaking to a GP

If you have a health worry, the first step is to contact us. Depending on the nature of your symptoms and your scheme, we may be able to help with advice and treatment, without a GP referral.*

Step 1

Contact us and explain your symptoms and we'll advise you on next steps there and then.

0345 604 0623

We may record or monitor our phone calls.

Or contact us via live chat at
bupa.co.uk/contact-us

Step 2

We may be able to offer you advice. Alternatively, we'll arrange a telephone or video consultation with a relevant specialist at a convenient time for you.

Step 3

We'll let you know what to do next. This could be a referral for diagnosis or treatment or we may ask that you speak to your GP.

*Any onward referrals for consultations, tests or treatment are subject to the benefits and exclusions of your cover. Please check your guide and certificate for further details or contact us to check your eligibility.

Find the right support with **Finder**

Looking for treatment? Finder is our time-saving search tool that puts all Bupa-recognised consultants, therapists and facilities together in one place.

Use Finder to:

- Search for a Bupa-recognised consultant, hospital, dental clinic or healthcare service.
- Search over 20,000 consultants, over 1,000 facilities, and over 360 Bupa-owned dental practices across the UK.
- View a specialist's location, experience, qualifications and contact information.
- See which consultants are fee assured, and within our Open Referral network - if you have Guided Care. This means they'll charge within our benefit limits for eligible treatment, so there won't be any unexpected bills.

Visit finder.bupa.co.uk



Trusted information and advice



Health information you can trust

It's easy to search for information online.

But, it's difficult to know what you can trust. Our health information comes with the unique guarantee of the Patient Information Forum Tick, a new UK health information quality mark.



Updates straight to your inbox

It's never been more important to stay in touch. We email our customers each week with an update on the latest health information and advice from our experts.

Sign up for email updates:
bupa.co.uk/email



Workplace wellbeing

Build a wellbeing strategy with practical guidance and resources to help you support your team

[Visit the Workplace wellbeing Hub](#)



Mental health

Get practical advice, support and guidance on mental health issues. Including videos, real life stories

[Visit the Mental Health Hub](#)



Women's health

Providing facts and support on topics like the menopause, endometriosis, fertility, mental health and more.

[Visit the Women's Health Hub](#)



Cancer

Key information and reassuring support.

[Visit the Cancer Hub](#)



JAAQ

Expert answers on over 70 health topics. No heavy reading or scrolling. It all starts with a question.

[Visit the JAAQ Hub](#)



Heart health

Support to make positive life changes.

[Visit the Heart Health Hub](#)



Muscles, bones and joints

Self-help treatments and knee clinic.

[Visit the Muscle, Bone and Joint Hub](#)



Men's health

Health information and support for men.

[Visit the Men's Health Hub](#)

More to explore



Play

- Try interactive tools and calculators to help make healthy living fun.
- Calorie counter - check how much energy you burn while exercising bupa.co.uk/health-information/calories-calculator
- BMI check - discover if you're a healthy weight for your height bupa.co.uk/health-information/bmi-calculator



Read

- Health blog - Over 300 articles to help you live healthily bupa.co.uk/health-blog
- Health hubs - From support with cancer to advice on heart health, we've got you covered bupa.co.uk/health-information
- Health A to Z - Browse to find information on conditions alphabetically bupa.co.uk/health-information/a-to-z



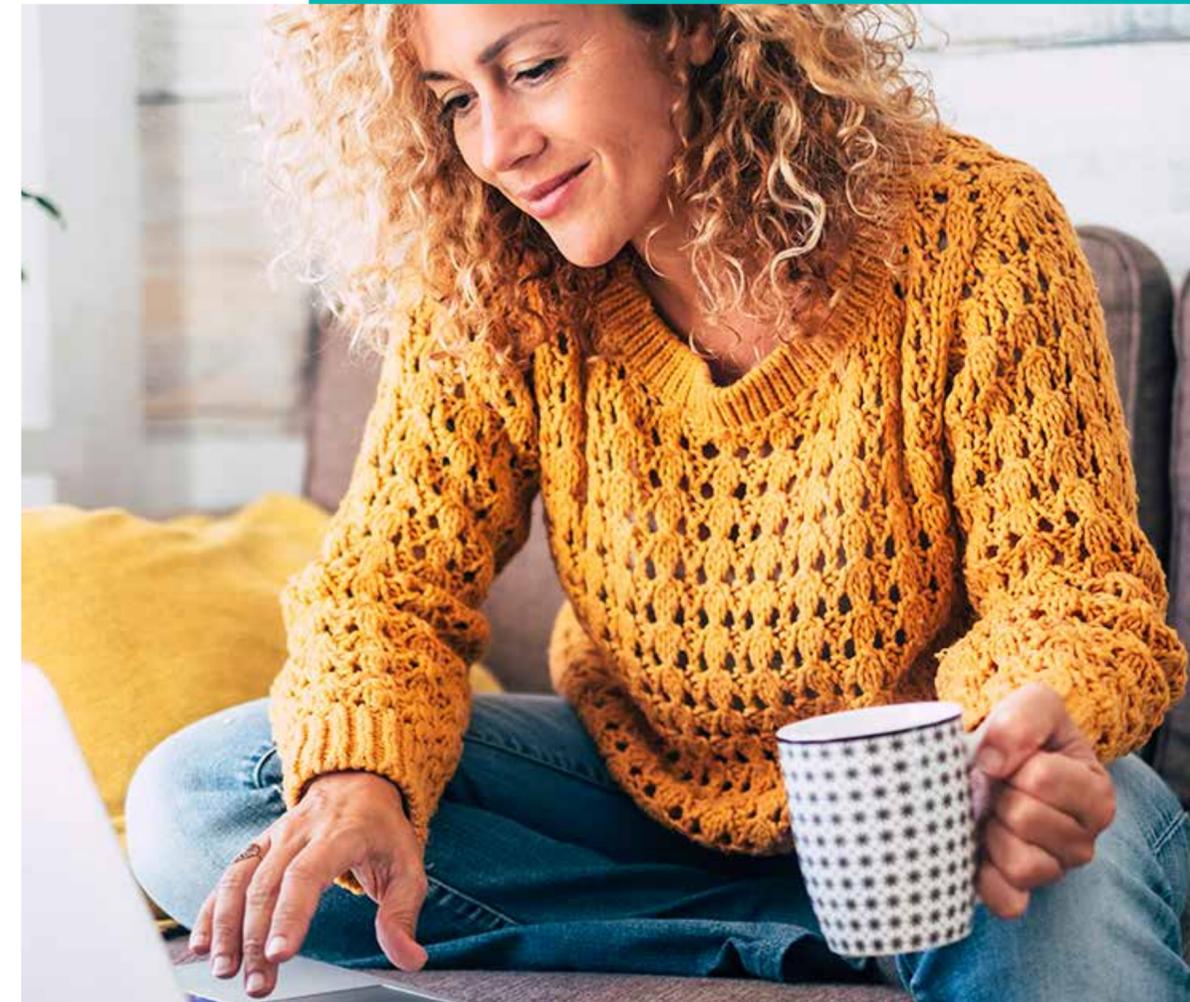
Listen

- Listen to our Healthy Me podcasts to hear tips from our experts on a range of health and wellbeing topics. Visit bupa.co.uk/health-information/podcasts



Watch

- Get expert advice and health tips to help you stay well, take control of your health and make the right choices. Visit bupa.co.uk/health-information



Rewards just for you

Take advantage of our health and wellbeing offers, handpicked to help you kick-start a new routine or keep hold of healthy habits.

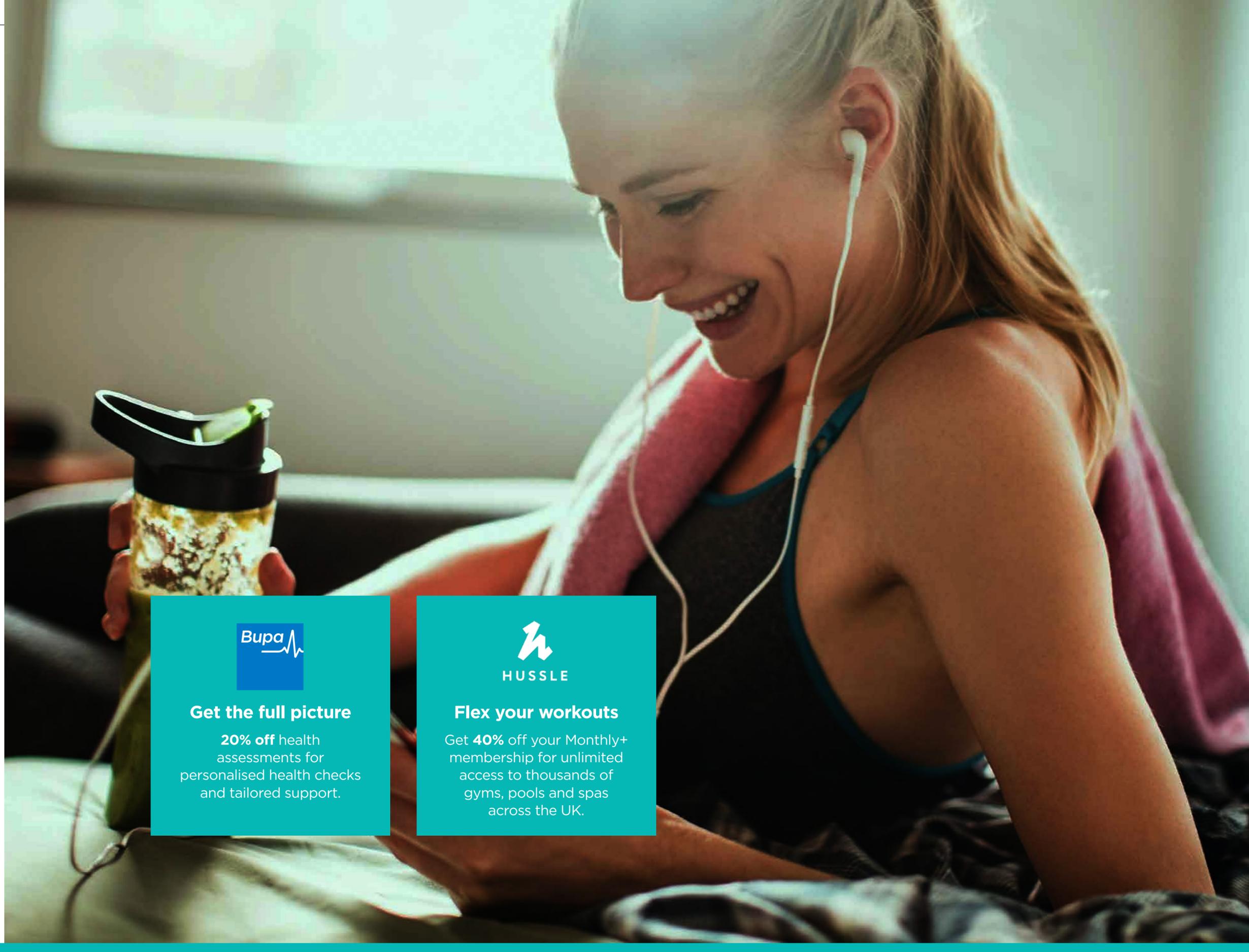
Free sign-up

As long as your employer has a Bupa health scheme, you can benefit from a carefully curated mix of rewards.

Sign up and be the first to know:

bupa.co.uk/rewards

Use your membership or registration number to sign up.



Get the full picture

20% off health assessments for personalised health checks and tailored support.



HUSLE

Flex your workouts

Get 40% off your Monthly+ membership for unlimited access to thousands of gyms, pools and spas across the UK.

Understanding your cover

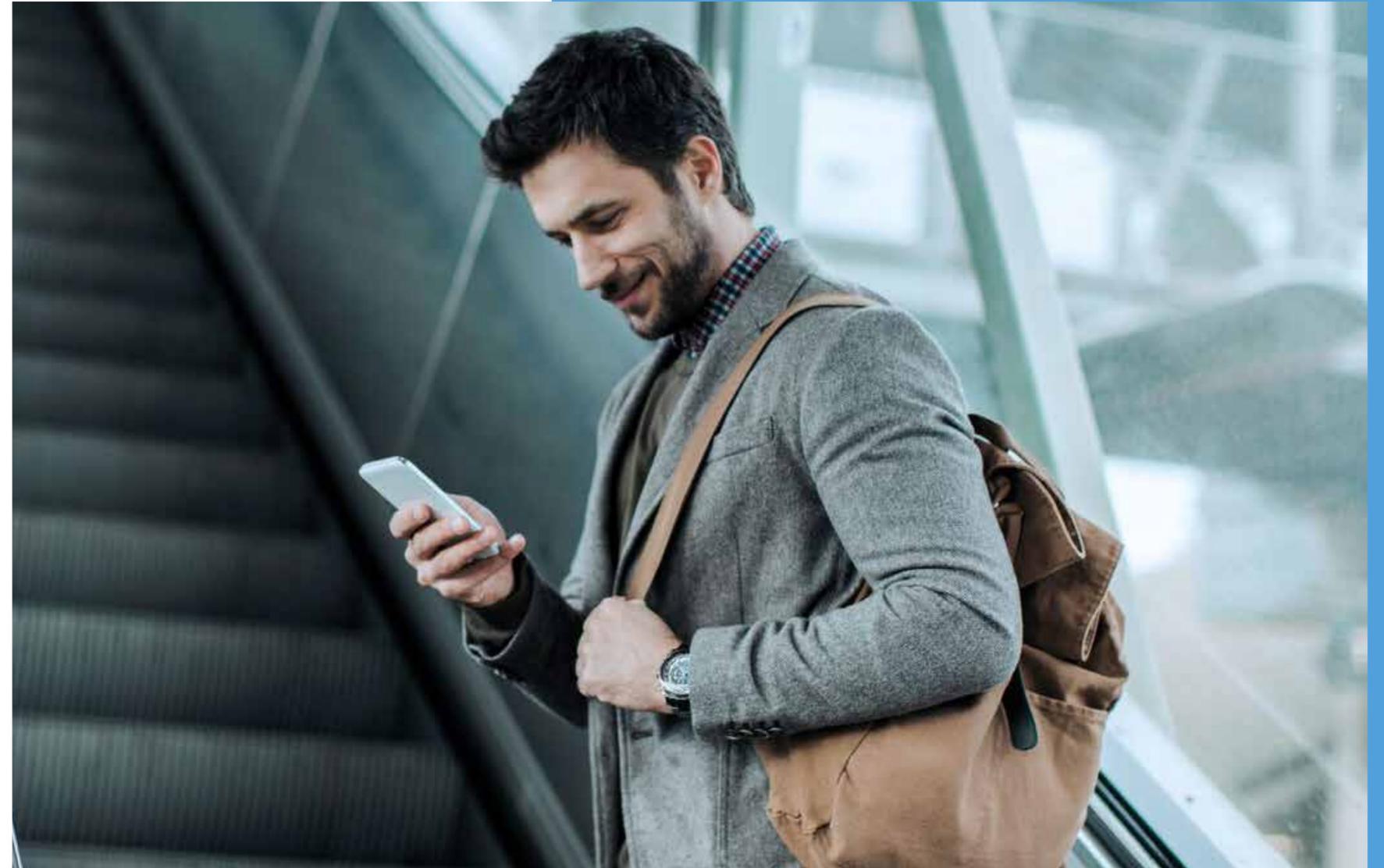


Your underwriting explained

For individuals with No Medical Underwriting

No further underwriting If you're transferring to your employer's policy from another Bupa or UK insurer's policy, your existing medical conditions may be covered.

We'll send you a letter outlining any medical conditions that aren't covered by your Bupa policy, so it's clear what you are and aren't covered for. Any exclusions that applied to the previous UK insurer's policy will apply to your Bupa policy.



Seamless transition to your new provider

In most cases, if you've already started to receive treatment from another provider, your care will continue as normal.

Agreed continuity of care period

Your company's agreed continuity of care period is 6 months. If your treatment will be complete within this period, we'll authorise and fund your treatment, even if the consultant or hospital isn't recognised by your cover transferred to us. It is also dependent on your company not excluding or limiting this treatment, within your Bupa scheme.

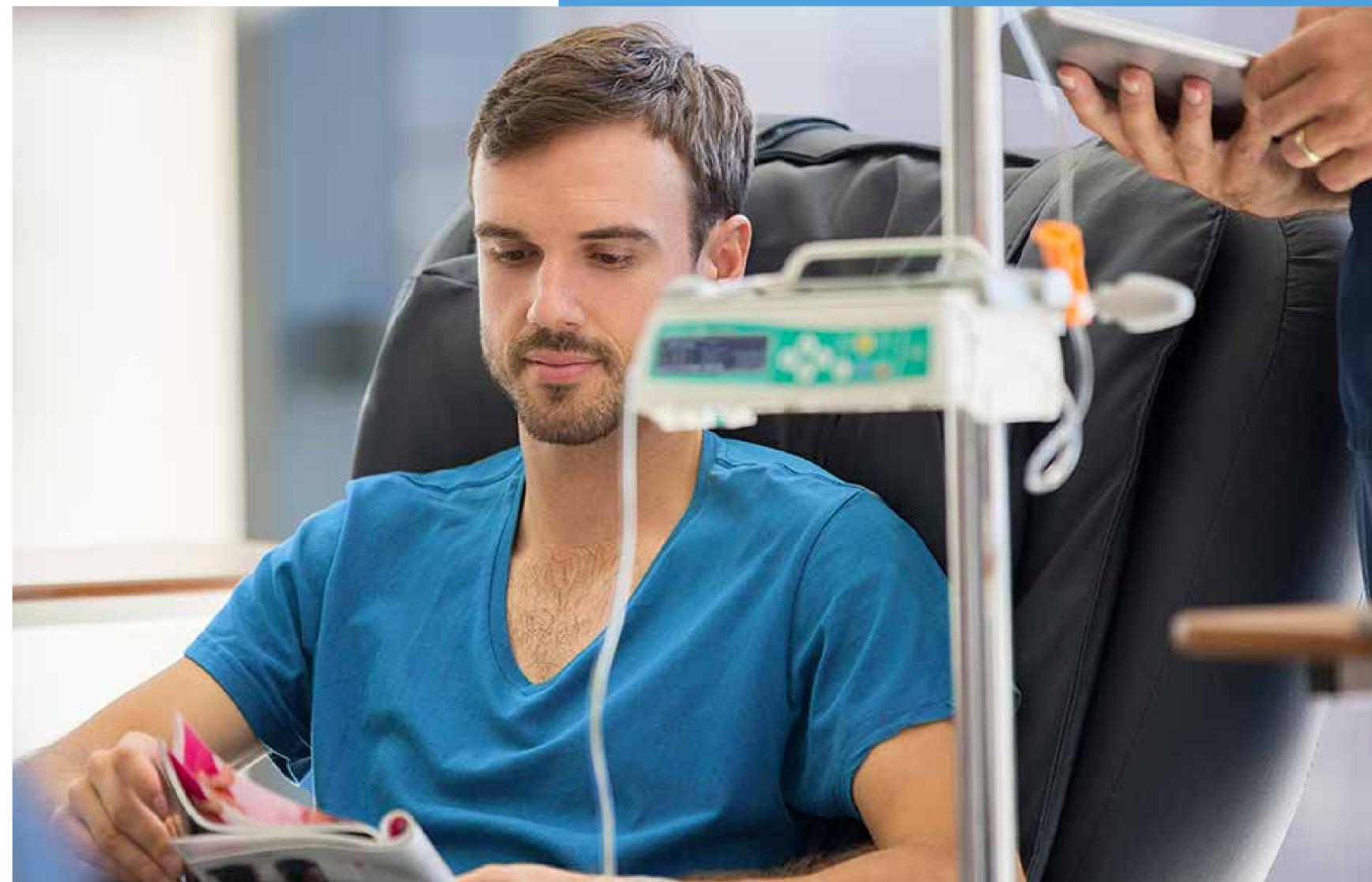
Every case is unique, which is why we assess each case individually to make sure that you can continue to have the right treatment in the right place, at the right time.

If your treatment won't be complete within this period, we'll provide advice on how to transfer your care.

Benefit allowances

If you have surgery, we'll pay the surgeon and anaesthetist charges in full providing that treatment for your condition started with that consultant before your cover transferred to us. And as long as your company hasn't decided to limit these fees in your Bupa scheme, where they were not limited on your previous health plan.

Excess and outpatient benefit allowances still apply.



For more information visit bupa.co.uk

Anything else? Speak to your Bupa account manager

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