Bupa

REQUEST FOR ELIGIBILITY

Patient booked in for treatment

Please contact Bupa International 3 days prior to admission/ treatment date where possible.

Note: Requests for authorisation within 24 hours of admission or emergency requests should be made by telephone

CONTACT DETAILS
Tel: **+44 1273 333911**
Email: **pre-authorisation@bupa-intl.com**
Fax: **+44 1273 866301**

Bupa International review eligibility of requests against plan benefit

EXPECTED RESPONSE TIMES
Telephone: Immediate response
Email/Fax: 24 Hour response

If treatment is for a condition such as cancer, or in relation to a transplant or extensive rehabilitation: Then the case may be referred to our Case management team for review

This may add a slight time delay before we can respond with an answer. However you will be contacted by our case management team

Send through the detailed treatment cost estimate and include a breakdown of consultant/ surgeons fees separately

Providing costs in advance will ensure that Bupa International can provide the most accurate guarantee of costs available. It will also expedite the claim payment process

Bupa International will provide a Pre-authorisation statement to you and the patient

Please submit invoices with a signed copy of the pre-authorisation statement

Bupa International will assess the claim against the pre-authorisation statement you submitted. A review of costs will be completed

The claim is directly settled. The claim is assessed within 10 days of receiving all documentation at Bupa International